

UNITA recruits an

**Service Manager of the applications developed for
the European University « UNITA Universitas Montium »**

Context:

UNITA brings together 12 comprehensive universities with different sizes and trajectories gathering 250.000 students and 21.000 staff. We are situated in rural, mountain, and cross-border regions across three European regions, in ecosystems sharing similar challenges and impacted by core-periphery dynamics. Together with our more than fifty associated partners and the newly established legal entity as full partner we will constitute a unique and powerful ecosystem.

Building on the achievements of the first phase we will bring our cooperation to the next level, contributing to the educational, scientific and cultural progress of our regions, fostering their sustainable development, strengthening the local innovation ecosystems and supporting their transition to a knowledge-based economy, whilst promoting European integration within and beyond them. All these developments will be supported by the creation of an inter-university Virtual Campus: a collaborative platform, giving a unique entry point to all the resources and all the services developed for supporting UNITA's development.

We intend to transform the way we cooperate, educate, do research, innovate, and reach out to society. Well within 10 years from now, our learners will be able to choose their personalised, multilingual and international study paths from a rich learning offer. Students, academic and administrative staff will benefit from seamless mobility opportunities across the alliance, including rural experiences. Our institutions will function as innovation incubators matching the ambitions of the European Innovation Agenda and the Skills Agenda.

More information about UNITA: <http://univ-unita.eu/>.

Placement: Timișoara, Romania

The person will be recruited in the UNITA IT Department and will be located in Timișoara, Romania. The activities will be conducted within the scope of the UNITA European University.

1. MISSION

Task 3.4 of the UNITA Project aims at joint actions to establish a user-friendly, interactive environment & information system that is accessible to students and staff, but also to lifelong learners and territorial actors.

A more specific aim of the task is to create a system that exchanges data in an easy-to-use manner across partners, with a focus on data interoperability. UNITA will use romance languages and English for courses, contents, and interfaces to be the more open and inclusive as possible. The task builds on the solid achievements of the pilot phase of UNITA and its Constellation projects Connect-UNITA and INNOUNITA, i.e. an analysis of the requirements from all actions and also the already in-place proof of concept of UNITA inter-university digital campus.

The digital campus will fulfil a central support role for all tasks, as its inter-connected multi-sites (real and virtual) will be the first entry point and main location of interaction, study and work for all alliance actors. The task provides the infrastructure, transparency and digital tools for other tasks to operate and notably voting tools to increase the democratic participation of the communities, catalogues and cartographies to contribute to the personalised international learning paths and seamless mobility, from registration to certification support tools, research hubs cartography and Open data, catalogue of shared infrastructure and knowledge, connected classrooms among others.

All the applications and services shall be developed and maintained through the UNITA IT Department, in an agile mode.

The UNITA IT Department will be composed of: three IT specialists, the IT department coordinator, an IT Service Manager, and an IT Head of Development. The IT department coordinator will coordinate the team. Moreover, one IT engineer is recruited by each university of the UNITA alliance. Those IT engineers will be in charge of the interoperability of the IT local applications and databases with the UNITA digital tools when needed. They will also participate to the development of some applications, depending on their skills and competencies. The coordinator of the IT department will oversee the collective efforts of all IT personnel engaged in the technological advancements for UNITA.

The UNITA IT Department will aim to ensure the interoperability of data and applications offered jointly to academic communities in UNITA.

The joint department will have the goal of designing, developing, deploying and maintaining a digital collaborative ecosystem that ensures the coherence of the applications and services offered jointly and the interoperability of the existing information systems in each university.

The department will cover the following areas of activity:

- Software development and support for the use of UNITA Virtual Campus (UVC) by all members of the academic community (students, academic staff, administrative staff) and other relevant stakeholders.
- System orchestration and administration
- Networking
- Security and compliance (including data protection);

Service Manager Highlights

Reporting to

IT Department Coordinator

Line reports

Support team members

Scope of role

Provide leadership and direction to the entire support team (provided by each alliance partner and partner universities), supporting them in building UNITA Virtual Campus, Responsible for the quality and technical approach taken by team members, ensuring it is in-line with the UNITA strategy. Creating and maintaining a professional culture within the team.

2. ACTIVITIÉS:

Main activities:

- Builds trust relationships with stakeholders to facilitate the use of software services in UNITA Virtual Campus.
- Ensuring UX design and deployment
- Needs collection, specification and traceability”
- Offer lvl. 3 support.
- Coordinates the support and maintenance team that service more than 250.000 users (students and staff);
- Oversees the creation of the technical documentation for the support services.
- In charge of managing relationships between UNITA partners and UNITA IT Department
- Orchestrates the continuous improvement of customer experience
- Developing and implementing support policies and procedures
- Implementing QA measures for the applications developed

Associated activities:

- Take part in internal meetings of T3.4, when needed;
- Take part in UNITA meetings, regarding the development of the virtual campus (in English),

- when needed;
- Get involved in the professional networks linked to UNITA;

Specificities:

- Punctual travels in Italy, France, Portugal, Spain, Switzerland and Romania;
- Manage multiple contact persons representing all the partners and stakeholders;
- Punctual availability out of office hours and on weekends.

3. COMPETENCES

Skills :

- Strong background and experience in Project Management, Public Relations, Customer Relationship Management, Technical support, Information Systems, International Relations, Information Technology, or any other related field;
- Experience in customer support filed ;
- Strong experience in UX Design (methodology, tools, process, etc.);
- Basic understanding of Back-end (mostly) and front-end technologies (e.g. Kubernetes, Node.JS)
- proficiency in MS Word and PowerPoint, which will be useful in the creation of visually and verbally engaging reports and presentations;
- Excellent Communication skills;
- Ability to think creatively and strategically ;
- Ability to prioritize, manage multiple projects and meet deadlines;
- Implemented and monitored programs to maximize customer satisfaction ;
- Build intercultural awareness;
- Ability to inspire and motivate others;
- Action-oriented;
- Interoperability tools and methods;
- Data visualisation;
- Security, quality, maintenance and evolution standards;
- Implement an agile approach;

Soft skills :

- Organisation and planification ;
- Communication skills ;
- Resourcefulness and a sense of initiative;
- Problem solving, active listening ;
- Time management;
- Team work in an intercultural team;
- Responsiveness, thoroughness and responsibility;
- Writing skills in English;
- Adaptation and flexibility.

4. EMPLOYMENT CONDITIONS

- Period of the contract: Contract should start as soon as possible, with a duration by the end of the month October 2027
- Monthly gross salary: 38 000 gross salary per year (12 months), depending on experience and competencies ;

- Holidays: 2,16 days per month (26 annual days + 32 hours of annual leave)
- Working time: 8 hours/day

Recruitment process :

To apply, send a resume and a cover letter via email to unita@e-uvt.ro by 9th of August, 2024.

If you have any questions related to the position, you can contact us at the following email:
unita@e-uvt.ro.

The interview will take place on 21st of August.