



IT Development Manager

JOB DETAILS

Job Title:	IT Development Manager
Reports to (title):	Head of Informatics and Knowledge Management
Date:	November 2015

PURPOSE OF THE JOB

To manage the development and technical operations including systems and infrastructure of the Informatics and Knowledge Management Department (IKMD); overseeing the technical architecture for Cochrane including links with external partner projects in coordination with the Head of Informatics and Knowledge Management.

PRINCIPAL ACCOUNTABILITIES/KEY RESULT AREAS

Technical Operations and Development

- Ensure the timely delivery of the technical operations and development of Cochrane software and web application projects with a focus on high quality code that is easy to maintain and meets users' needs.
- Provide technical direction for the development, design, and systems integration from scoping and design phase through to implementation.
- Ensure that all IT systems are robust, available, performant, and secure.
- Apply significant knowledge of technology industry trends and developments to improve services, software, websites, and systems.
- Manage the development of Cochrane's technical architecture and IT infrastructure and think strategically about how to improve, optimize, and expand it to meet the goals and objectives of the *Strategy to 2020*, under the direction of the Head of IKMD.

Technical Effort Management

- Create and execute development plans across a range of projects within IKMD and with external partners and revise as appropriate to meet changing needs and requirements.
- Keep Head of IKMD and UX Lead well informed of status of development effort and serve as liaison between development staff and UX Lead.
- Oversee the development lifecycle and manage the technical risks throughout all on-going projects.
- Manage technical and infrastructure resources within budget and project schedules and ensure timely reporting to the Head of IKMD.

Organisational Management

- Under the direction of the Head of IKMD, contribute to the development of the vision and strategy of the Cochrane Collaboration in relation to technology and informatics, and ensure that the IKMD produce high quality, user-friendly products and systems.
- Manage the Review Production Team Manager and the Web Team Manager based in Copenhagen, Denmark and Freiburg, Germany, respectively.
- Manage the Senior Systems Administrator based in Copenhagen, Denmark.
- Oversee and direct the overall project management of development and technical operations of the various IKMD software products and web applications produced within the various sub –teams and ensure that both the development work and the day-to-day operations are running smoothly.
- Play a significant role in short- and long-term planning with the Head of IKMD and the UX Lead as part of the IKMD Management Team.
- Assist the Head of IKMD with the planning and management of budgets related to technical operations and delivery of software and web application projects.
- Liaise with other relevant Cochrane groups, partner organisations, and external vendors as needed in relation to technical operations matters.
- Advise the technical team managers on the best use of project management approaches and approaches within a fast-paced, technical environment.
- Ensure that systems are in place to track and report on IKMD system performance including KPIs on server uptime, website and web application uptime and performance, and security as well as those of our partners.
- Some travel in order to represent IKMD at meetings is required
- Communicate complex technical information to non-technical people in a comprehensible form.
- Identify improvements to the operational systems, processes, and policies in support of the IKMD and Cochrane’s mission.

PERSON SPECIFICATION

Essential:

- Advanced degree in computer science or a related discipline.
- Minimum 5-7 years experience managing teams of developers and overseeing the technical operations and delivery of software and web applications using an agile methodology for a large, global organisation.
- Strong technical and data architecture skills, including understanding REST architecture and related standards.
- Strong knowledge of both Windows and Unix server environments.
- Excellent knowledge of multiple programming languages and frameworks (Java, HTML5, Javascript, AngularJS, Node.js), including CMSs (Drupal).
- Experience in overseeing the development of large-scale web applications using the latest standards and best practices.
- Strong communication skills (both written and verbal), good collaboration skills, and the ability to work effectively across teams and organizations in a global (mostly virtual) work environment.
- Strong project management skills in the delivery of highly-complex, technical software and web application projects.
- Strong people management skills across geographic locations.
- Results-orientated, and ability to deliver business value.
- Negotiation skills and ability to influence decision-making.

- Excellent analytical and judgment skills including ability to troubleshoot and advise on solutions in the area of technical operations.
- Ability to work efficiently and effectively with a geographically-dispersed department and organization.
- Ability to understand complex specifications and communicate them in an accessible manner to non-technical people.
- A strong team player with the ability to train, mentor, and lead in technical areas with excellent people management skills.
- Willingness to travel as required.
- Able to work to tight deadlines and according to IKMD Standard Operating Procedures.

Preferred:

- Knowledge of Cochrane, evidence-based health care, and/or the global health sector.
- Knowledge of semantic technologies, including RDF, OWL, and SPARQL strongly preferred.
- Experience with XML and publishing systems.
- Experience working in a healthcare or health field.
- Experience with text mining and machine learning technologies.
- Experience of process innovation.

KEY INTERFACES

Internal: Central Executive Team including IKMD team and key stakeholder groups within Cochrane

External: Our publishing partner(s). Interaction with other suppliers, contractors, stakeholders, partners and others working in technology or publishing industry.

DIMENSIONS

Budgetary responsibility: Informatics and Knowledge Management Department technical infrastructure budget, under the direction of the Head of Department

Number of direct and indirect reports: Three: Web Operations Manager, Review Production Manager, and the Senior Systems Administrator.