



# Publishing Technology Manager

## JOB DETAILS

<b>Job Title:</b>	Publishing Technology Manager
<b>Reports to (title):</b>	Product Lead
<b>Department:</b>	Publishing, Research and Development
<b>Date:</b>	September 2019

## PURPOSE OF THE JOB

This is an exciting opportunity to join Cochrane's product team to oversee the management and development of the external publishing technology systems and vendors, including the editorial management system and production system.

The Publishing Technology Manager will work with the technology vendors, the Product Lead, IT Development Manager, Head of Review Production and Senior Editor (Publishing Operations) to ensure that Cochrane content is processed on time and to the desired specifications, and that any necessary development work or dependencies for new content types or workflows are captured and resolved.

## PRINCIPAL ACCOUNTABILITIES/KEY RESULT AREAS

**Stakeholder management**

- Act as a key liaison point between the editorial management system, production systems, and other publishing technology suppliers and business teams, ensuring a clear understanding of Cochrane's needs and objectives.
- Manage stakeholder expectations and communicate with internal teams, in particular the Editorial and Methods Department, and external partners to provide technical and business feedback, as well as deliver technical solutions.
- Attend publishing technology partners' Agile ceremonies to develop a nuanced understanding of the systems strengths and limitations, and monitor the development of new functionality.

**Publishing technology system vendors and performance**

- Manage and oversee quality control of external systems and processes through agreed KPIs.
- Ongoing management of external publishing technology system vendors, including reviewing, implementing and documenting operational changes, internally and at vendor locations.
- Guarantee the technical aspects of a partner's integration (new and ongoing) by providing documentation and technical guidance.
- Analyse and resolve complex technical problems and roadblocks around data and systems access.

**Support innovation within the product roadmap**

- Support the Product Lead in capturing any systems dependencies for innovations on the Cochrane Library product roadmap and liaise with the publishing technology systems engineering teams to ensure any development is completed on time and on scope.
- Lead on the operational implementation of new innovations and provide operational input into change management processes.

**Refine and improve processes and systems**

- Identify and implement any production and operation processes, workflows or systems improvements that would lead to increased reliability and efficiency.
- Understand operational workflows and systems architecture, identify and define systems needs to enable operational scaling, and drive the development and deployment of these systems.
- Identify upcoming developments on the vendors' product roadmaps that would be of benefit to Cochrane and oversee their rollout.

**Project manage new systems implementation**

- Act as the Cochrane lead on the editorial management system and production systems migrations, from initial business analysis through to successful delivery, including the setup of external suppliers and the procurement process for publishing services, where required.

**PERSON SPECIFICATION**

*Cochrane is an equal opportunities employer*

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**Essential**

- Educated to degree-level (or equivalent experience).
- Experience managing contracts and service-level agreements (SLAs) with external vendors.
- Experience of production systems, typesetters and paginators within scientific publishing; and/or
- Experience with web-based submission systems.
- Fluent in English (written and spoken).
- Excellent written and verbal communication skills.
- Proven ability to establish and maintain positive relationships with people and teams from a range of functional, professional, linguistic and cultural backgrounds.
- Demonstrable experience of holding people to account.
- Exceptional organisation skills and the ability to manage multiple projects at once.
- Experience of managing change within organisations, systems and processes.
- An understanding of how technology is affecting innovation within STM journal production and operations.

**Desirable**

- Experience with systems migration and rollout within an STM publisher or society.
- Experience of overseeing feature/functionality requests and change orders with external vendors.
- Knowledge of product development methodologies (including Scrum), and experience working according to Agile development practices.
- Understanding of xml.
- Knowledge of different peer review models.

**KEY INTERFACES**

**Internal:** Cochrane Product Team; Head of Review Production, Senior Editor (Publishing Operations) and the Editorial and Methods Department; IT Development Manager, Informatics & Technology Services Department.

**External:** Publishing Partner; Editorial Management Systems Vendor; Production Systems Vendor

**DIMENSIONS**

**Budgetary responsibility:** None.

**Number of direct and indirect reports:** None.