Candidate Information

Position:	IT Officer
School/Department:	Centre for Cancer Research and Cell Biology
Reference:	19/107372
Closing Date:	Wednesday 8 May 2019
Salary:	£33,199 to £36,261 (spinal point 30-33 on the Grade 7 Scale)
Anticipated Interview Date:	Wednesday 29 May 2019
Duration:	Until 31 December 2021

JOB PURPOSE:

The post holder will support the research, administration and training functions of the PMC and NIB through the provision of high quality IT support to all levels of staff and postgraduate students.

MAJOR DUTIES:

1. Support all levels of teaching, research and administrative staff by providing a high quality IT support service for the diagnosis and resolution of IT related queries and problems.
2. Install and commission new IT equipment and software to University standards.
3. Perform proactive maintenance on deployed systems in the centre, ensuring compliance with University standards.
4. Provide specialist technical advice, training, information and assistance to staff to resolve problems and maximise service quality, security, efficiency and continuity.
5. Ensure the centre's IT developments are compatible with the University's IT strategy. Also liaise with external suppliers and other third parties where appropriate.
6. Work closely with the School's IT staff and, when required, central IT services.
7. Assist in the development and maintenance of the Centre's web pages.
8. Manage, maintain, administer and support the Centre's Windows, Linux, Web servers and Information Management systems.
9. Consult with all staff regarding planning and development of work and provide assistance to them in the sourcing, acquisition and integration of IT equipment. Where appropriate, research, develop and deploy new systems, software and hardware to meet requirements.
10. Contribute to the drafting and evaluation stages of tender documentation leading to the procurement of new IT equipment as required.
11. Support staff development through the delivery of one to one/bespoke training programmes.
12. Develop and maintain a software licensing database to ensure the centre and the University meets their legal and contractual obligations.
13. To undertake any other reasonable duties which relate to the general ambit of the post and contribute to the work of the centre.

Planning and Organising:

1. Plan and allocate own work and responsibilities using initiative and discretion. Utilise experience and technical knowledge to determine priorities and resolve conflicts to meet targets, deadlines and quality standards, responding to emergencies as they arise.
2. Assist with the on-going IT needs of the centre meeting the administrative, teaching and research goals.
3. Research, specify, plan and implement specific IT related projects and activities.
4. Co-ordinate with other staff to ensure the availability and maintenance of IT resources.

Resource Management Responsibilities:

1. Support and maintain the IT resources of the centre. This includes supporting over 60 staff across several floors on one site.
2. Support the development of staff IT skills and competences through the delivery of one to one/bespoke training programmes.

3. Support and guide other staff (e.g. Technical Staff) in the provision of IT related services in their individual areas of the centre, assigning and tracking tasks when required.
4. Participate in judgements regarding the use of IT resources within the centre.

Internal and External Relationships:
1. Communicate and liaise directly with all levels of staff and students throughout the centre.
2. Collaborate and confer with the School of Medicine, Dentistry and Biomedical Sciences, other Schools and Directorates within the University to ensure that the Centres IT developments are consistent with both the School's and the University's IT strategy.
3. Liaise with external suppliers and service providers, where necessary to ensure the efficient use and availability of IT resources.
4. Attend internal and external meetings, as requested by manager, to ensure that the centre IT requirements and issues are appropriately represented and reported.
5. Act as the principal point of contact for all IT related queries and problems from all levels of staff and students within the Centre, working with other Schools and Directorates where required.

ESSENTIAL CRITERIA:
1. Computing related degree and three years recent relevant experience or HND with 5 years recent relevant experience working in an IT support environment.
2. Relevant recent experience in a IT support role to include each of the following:
   •Experience with Windows and Linux servers
   •Support of customers using PCs, running Microsoft Windows, in a networked environment;
   •Experience of supporting Apple hardware (iMac, MacBook and iPad) and operating systems (MacOS and iOS).
   •Experience in troubleshooting PC based hardware and software problems.
   •Experience in the installation of operating systems and applications software;
   •Experience in the support of Microsoft Office.
   •Dealing with suppliers and other third parties in managing IT resources.
3. Comprehensive technical knowledge of the range of computing systems, hardware and software used in the Centre.
4. Well developed analytical and problem solving capability. Be able to adopt and implement innovative solutions to complex technical solutions.
5. Well developed communication skills with the ability to communicate complex information to different levels of staff.
6. Keep up to date with the current developments in IT and have an understanding on how these may impact on the functions of the centre.
7. Ability to prioritise and organise individual workload to ensure the effective and efficient achievement of individual and team goals.
8. Clear understanding of relevant policies and codes of practice associated with the provision of IT related services in an educational/research environment (e.g. Systems security, Data Protection Act, Health and Safety, Waste Electrical and Electronic Equipment Directive).
9. Ability to support and guide other staff in their use of IT related services and resources.
10. Ability to advise on and manage IT resources.
11. Good communication and interpersonal skills.
12. Ability to plan and allocate work and responsibilities using discretion to determine priorities and resolve conflicts to meet targets and deadlines.
13. Personable and a good team player.
14. Occasional work outside normal working hours.

DESIRABLE CRITERIA:
1. Significant experience of providing IT support in a scientific research and discovery or further/higher education environment.
2. An experience of working with and supporting laboratory information management systems.
3. Experience of SQL and FileMaker.
4. Experience of computer programming and updating web content
5. Windows 10 system imaging and deployment.
6. Windows Server administration.
7. PowerShell scripting.
8. Lightweight imaging and application deployment frameworks for Windows
9. Active Directory administration
10. Supporting Microsoft Office packages, Exchange, Office365, and SharePoint.

11.   Hardware/software troubleshooting and repair.
12.   Inventory and asset management.