



## Candidate Information

<b>Position:</b>	Senior Computer Technician
<b>School/Department:</b>	School Office (Elect, Elect Eng & Comp Sci)
<b>Reference:</b>	19/107961
<b>Closing Date:</b>	Thursday 2 January 2020
<b>Salary:</b>	£28,331 to £32,817 per annum.
<b>Anticipated Interview Date:</b>	Tuesday 21 January 2020

### **JOB PURPOSE:**

Responsible for the provision of a high quality IT Technical Service through the day-to-day supervision of the School's computing laboratories, staff computing facilities and the IT Support workshop/stores across three School sites. Management of Computer Technicians, planning and co-ordination of technical support work and cover, and contributing to the delivery of the curriculum and outreach activities within the School.

### **MAJOR DUTIES:**

1. Organisation and supervision of the School's cross-site computing laboratories, resources and computing workshops/stores including over 200 staff PCs/laptops, 11 student computing labs with 600 PCs, and a number of specialist state-of-the-art teaching and project work labs.
2. Management, supervision and support of a team of Computer Technicians: plan and co-ordinate work, organise and manage a technical cover rota for lab-based examinations and term-time evening/weekend opening.
3. Engaging with academics and students to develop practical demonstrations/hands-on-learning lessons using digital techniques to capture and disseminate these. Responsibility for IT support activities associated with modules and projects within teaching schedules, and other Programmes.
4. Ensure successful delivery of technical support for the School's Outreach Programme of the Software Academy with industrial event support including code camps, hackathons, coding/cybersecurity competitions and marketing events.
5. Proactively contribute to the maintenance and update of the School's IT infrastructure including enterprise server and storage systems.
6. Work proactively with the wider IT Support team and other staff to deliver effective software and hardware solutions and use technical expertise to design appropriate solutions. Review, evaluate and make recommendations on the implementation of new or improved software, hardware, infrastructure and procedures.
7. Ensure the efficient and effective operation of all operational and administrative activities and the drafting of operational procedures and reports to assist in this.
8. Monitor computer systems and equipment, diagnose and rectify faults and problems with servers, workstations, printers and other peripherals. Use relevant tools to monitor, analyse and report performance of computing resources.
9. Carry out other appropriate duties as required by Head of School.

### **Resource Management Responsibilities:**

1. Manage the daily operations of large computing laboratories and IT facilities, and manage a team of Computer Technicians.
2. Take responsibility for the software builds and rollouts for staff and student workstations.
3. Monitor stocks/stores of current school equipment and supplies. Assist in planning so that correct equipment is available when required.
4. Monitor working environment for health and safety issues and security concerns. Assist in ensuring best practice is followed in meeting requirements.
5. Assume delegated responsibilities as appropriate.

### **Internal and External Relationships:**

1. Communicate and liaise with service users and/or external contacts on technical service issues, taking responsibility for and escalating problems as appropriate.
2. Communicate and liaise with school staff and students about computer systems implementation.
3. Take delegated responsibility for purchase of consumables, communicating with external suppliers and service providers within established guidelines.
4. Liaise with contractors, suppliers, visitors, and other contacts inside and outside the University as required.

**ESSENTIAL CRITERIA:**

1. Academic or vocational qualifications (e.g. HND/HNC, NVQ 4 or equivalent standard in a relevant subject).  
(Lower qualifications may be considered if balanced by a greater amount of relevant experience)
2. A minimum of 4 years' work experience in a computer technician role(s) within a high-tech environment.
3. Comprehensive technical knowledge and experience of a wide range of computing systems, hardware and software including knowledge of both Microsoft Windows and UNIX/LINUX operating systems.
4. Demonstrable supervisory experience including the ability to assign tasks to others and be responsible for ensuring work is completed to the required timescales and standards.
5. Well-developed analytical and problem solving capacity.
6. Excellent organisation, planning and time management skills with ability to plan and organise short-term and medium-term activities.
7. Excellent team working skills.
8. Excellent oral, communication and interpersonal skills.
9. Responsive to change and adaptable to new challenges.
10. Demonstrates attention to detail and works to exceptional levels of accuracy whilst under pressure.
11. Willingness to work outside normal working hours if required by the role.

**DESIRABLE CRITERIA:**

1. Experience in people management.