



Candidate Information

Position: Computer Support Officer
School/Department: Nursing and Midwifery
Reference: 21/109417
Closing Date: Tuesday 4 January 2022
Salary: £34,304 - £40,927 per annum
Anticipated Interview Date: Thursday 20 January 2022

JOB PURPOSE:

To maintain, develop and manage the School's computing needs/requirements and website facilities. To work creatively with all relevant stakeholders to ensure that computer and web support meet the strategic and operational needs of the School. To provide systems development and support for the general and research specialised computing facilities for staff and students. To liaise with School senior management to progress developmental work to meet the complex changing needs of the School.

MAJOR DUTIES:

1. Support all levels of teaching, research, and administrative staff by providing IT support to the School. Troubleshoot hardware and software related queries and problems received in person or via the University IT Service Desk whilst ensuring minimal disruption/downtime to users. Generate solutions and/or workarounds to IT related queries and problems in the School.
2. Participate in relevant university meetings and committees in order to review new practices or evaluate systems which have an impact on the internal working of the School. Act as the main point of contact with University's Information Services ensuring the successful roll out of any new centrally provided services and facilities to the School. Keep the School informed about downtimes, new services and changes/issues etc.
3. Develop, maintain and update the Schools website, including the creation of new pages to communicate the School's research and education provision, and to market degree programmes. Create quality control procedures to ensure that all site content is up-to-date, accurate and fit for purpose and complies with current website accessibility legislation.
4. Train website users and content developers. Liaise with University staff as required on all matters relating to the School's website. Monitor and analyse site usage. Presenting regular reports to School management.
5. Manage the purchase, installation and maintenance of IT equipment including sourcing, costing and evaluating new items of hardware, hardware installation and configuration and arranging end of life disposal. Work within budget and in compliance with university procurement rules and regulations.
6. Source, cost, evaluate, install and upgrade general software packages, specialised software packages and operating systems on pcs, workstations, mobile devices etc. in the School to support management, administration, education and research. To ensure that all staff and students have suitable computing systems for their work and study. Manage software licences for the School.
7. Provide specialist computing knowledge and advice to staff and postgraduate students on computer requirements/specifications in order to facilitate education and research activities in the School and to continually update one's own knowledge and skills in this constantly changing field. Advise on computing consumables where necessary.
8. Support staff development through the in-house delivery of one to one/bespoke training programmes in IT systems, hardware and software. Identifying and liaising with relevant stakeholders to provide customised IT training where required.
9. Act as mentor/coach to all levels of teaching, research, and administrative staff to support their use of IT and communication software.
10. Fulfil the role of school "Print Champion" to liaise between the University's centrally managed printing service, the third part print providers and the School's staff and postgraduate students.
11. Manage and maintain School shared mailboxes and access lists.
12. Maintain and develop database systems and procedures ensuring they are capable of reporting and statistical analysis.
13. Maintain the inventory of computer equipment in liaison with the School Inventory Officer.

14. Plan IT expenditure to ensure equipment needs of the School are met and participate in annual IT budget spending plans.
15. Participate in and/or lead assigned short term projects/developments or contribute to larger University-wide projects/developments as part of a project team, to support strategies agreed at School Management Board/University level.
16. Manage and coordinate equipment loans to staff and postgraduate students. Ensure portable equipment have been encrypted in line with University requirements.
17. Any other duties commensurate with the post.

Planning and Organising:

1. Prioritise and plan own work over short to medium term with an awareness of longer-term issues to ensure operational efficiency and plans complement and fit into broader operational plans.
2. Develop appropriate work schedules, forward plan and coordinate IT computing needs in the School, to ensure targets and/or turnaround times are met and that work produced is of a very high standard, using initiative and discretion, based on knowledge and experience, to determine priorities and resolve conflicts as appropriate.
3. Contribute to the planning and organisation of service changes with regard to their impact on the business of the School.

Resource Management Responsibilities:

1. Responsible for the PCs, workstations, mobile devices, MDFs and other computer related equipment within the School.
2. Advise staff on appropriate computing hardware and software purchases.
3. Use initiative to develop own ideas and solicit suggestions for system and service improvements.
4. Responsible for advising on resources required to develop and maintain the School website.
5. Responsible for own time and workload management to support work objectives.
6. Contribute to budget planning within own area.

Internal and External Relationships:

1. Daily contact with School staff and students to resolve any computing/specialist problems which arise.
2. Regular contact with Line Manager and Senior Management to discuss computing needs/issues.
3. Regular contact with School senior management to discuss development plans and computer policies.
4. Attend meetings and committees and liaise with internal colleagues in relevant University areas, external stakeholders and service providers to ensure relevant issues are appropriately represented and reported and, where required, to contribute to collaborative initiatives/events, ensuring integration, collaboration and understanding. Represent the School at the University IS Forum.
5. Develop effective working relationships with all stakeholders and deal with contacts of a more complex nature which often require diplomacy, discussion and negotiation.

ESSENTIAL CRITERIA:

1. *An honours degree (or equivalent qualification) in Computing or related scientific subject with significant multimedia and web development components. Or substantial relevant experience.
2. *A minimum of 3 years' recent relevant professional experience in a significant IT support role and website related role.
3. *Experience of planning and progressing work activities within organisational plans and policies.
4. *Experience of configuring and supporting complex programs in a multi-user network environment.
5. *Experience of website development, writing web content, co-ordinating multiple contributors and monitoring and analysing website usage.
6. *Evidence of successful completion of projects or complex tasks and demonstrable experience of project management skills and experience.
7. Demonstrably high level of specialist computer knowledge and practices.
8. In-depth knowledge and experience of how to prepare and image Windows desktops.
9. In depth knowledge and experience of administering network PCs in a domain environment.
10. Knowledge and experience of SharePoint and how to customize end-user sites.
11. Well developed analytical and problem solving capabilities.
12. Ability to learn new operating systems/software packages quickly.
13. Able to identify computing/software advances with respect to the future developments in computing.
14. Ability to communicate effectively with a wide range of stakeholders at all levels. Diplomacy and the ability to provide guidance in computing issues with clarity and effectiveness.
15. Good oral and written communications skills, and excellent interpersonal skills.
16. Ability to work independently and as part of a team and with all levels of staff.

17. Able to prioritise work to meet deadlines and to respond flexibly to meet changing client requirements.
18. Committed to high professional standards.

DESIRABLE CRITERIA:

1. *A postgraduate qualification, or equivalent, in computing or related discipline.
2. *Experience of training in operational systems relevant to the duties of the post.
3. *Experience of delivering IT support within a Higher Education context.