Candidate Information

Position: IT Support Analyst
School/Department: School Office (Med, Dent & Biom Sci)
Reference: 22/109701
Closing Date: Monday 2 May 2022
Salary: £28,756 - £33,309 per annum
Anticipated Interview Date: Friday 13 May 2022
Duration: 20 Months Fixed Term

JOB PURPOSE:

Working with the Centre's Management Team, the IT Support Analyst will deliver, improve and support key business processes underpinning the delivery of the UG medicine curriculum. The postholder will contribute to the enhancement of quality of teaching, assessment and feedback within the Centre through the development and implementation of innovative software tools, solutions and automation of business processes.

MAJOR DUTIES:

1. Work directly with academic and administrative staff to support the development and implementation of IT/digital solutions and in the deployment of both general and specialised software packages in the Centre to meet business needs.
2. Contribute to and make recommendations on opportunities for service enhancements to meet the needs of staff and students.
3. Develop, maintain and update the Centre's website, including the creation of new pages to communicate the Centre's education and research provision, and to market the undergraduate medicine programme.
4. Support staff development through the in-house delivery of bespoke training programmes in IT systems, hardware and software.
5. Assist with research into new IT systems including contribution to the drafting and evaluation stages of tender documentation leading to the procurement of new IT software and equipment as required.
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7. Provide advice, information and assistance to Centre, School and external colleagues to resolve problems and maximize service quality, efficiency and continuity.
8. Ensure the effective maintenance of information and documentation relevant to projects.
9. Work in partnership with colleagues in the School IT Team and University Information Services Directorate with regard to planning and delivery of projects and to ensure integration/compatibility with key University systems and compliance with University policies and procedures as appropriate.
10. Working closely with academic and administrative leads, support review of current work processes and planning and implementation of automation to ensure efficient service delivery.
11. Carry out any other duties that are appropriate to the post as may be reasonable requested by senior management.

ESSENTIAL CRITERIA:

1. *A degree (or equivalent) in a subject which has a significant computing element and a minimum of 2 years' recent relevant experience in an IT support role.
   OR
   *A HND (or equivalent) in a subject which has a significant computing element and at least 3 years recent relevant experience in an IT support role.
2. *Experience of configuring and supporting software programs in a multi-user network environment.
3. *Experience of website development, writing web content, coordinating multiple contributors and monitoring and analyzing website usage.
4. Demonstrably high level of computer knowledge.
5. Well-developed analytical and problem solving capability.

6. Ability to learn new operating systems/software packages quickly.
7. Ability to communicate effectively with a wide range of stakeholders at all levels.
8. Diplomacy and the ability to provide guidance on computing issues with clarity and effectiveness.
9. Be able to adopt and implement innovative solutions to complex technical solutions.
10. Up to date knowledge of current developments in the use of new technologies in learning and teaching and have an understanding on how these may impact on the functions of the organisation.
11. Ability to work under pressure and to meet deadlines.
12. Good communication and inter personal skills.
13. Ability to give coherent explanations of complex subjects and to communicate clearly and concisely to a wide range of staff.
14. 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, GDPR, Health and Safety, Waste Electrical and Electronic Equipment Directive).
15. Ability to work in a team and with all levels of staff internally and externally.

DESIRABLE CRITERIA:
1. *Experience of developing, implementing and supporting technology based solutions in a higher education environment.
2. *Experience of using social media tools to enhance the learning experience.