Candidate Information

Position: Computer Officer
School/Department: School of Biological Sciences
Reference: 23/110951
Closing Date: Monday 19 June 2023
Salary: £36,333 - £43,155 per annum.
Anticipated Interview Date: Friday 7 July 2023

Job Purpose:

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

Your responsibilities will include:

• Actively engaging with customers to identify opportunities for improvement and ways in which IT solutions can improve your customers ways of working.

• Providing support for standard IT services – day to day IT support will form a significant part of this role. Often you will be the best placed person to provide the solution and will need to maintain and utilise your general IT support skillset.

• Provide 2nd and 3rd line support, through problem diagnosis as well as monitoring and maintaining security of IT systems and services.

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 all IT related queries/issues across the School/Institute. 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 and Institute.

2. Log all received queries via any channel i.e., incidents and service requests in the core University IT Service Management (ITSM) tool "sitehelpdesk". Keep all queries up to date with event entries.

3. Respond to and resolve all such queries in the Service Level Agreement (SLA) timeframes as detailed under the Digital and Information Services (DIS) Directorate.

4. Generate a report of all outstanding incidents and service requests for monthly discussion with line manager/School Management to agree next steps on resolution. Report monthly on queries received via all channels and the number of queries received per type – incident and service request.

5. Adhere to and implement the University cybersecurity standards. Ensure devices are regularly patched and updated. Proactively identify and resolve security issues. Carry out day-to-day incident response. Liaise with colleagues DIS Cybersecurity team. Ensure portable or high risk computer are encrypted.

6. 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.

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 Institute and to continually update one's own knowledge and skills in this constantly changing field.

8. Source, cost, evaluate, install and upgrade general software packages, specialised software packages and operating systems on pcs, workstations, mobile devices etc. in the School and Institute 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 and Institute.

9. Act as the main point of contact with University's Digital and Information Services (DIS) ensuring the successful roll out of any new centrally provided services and facilities to the School and Institute. Keep the School and Institute informed about downtimes, new services and changes/issues etc.

10. Training programmes in IT systems, hardware and software. Identifying and liaising with relevant stakeholders to provide customised IT training where required.

11. Act as mentor/coach to all levels of teaching, research, and administrative staff to support their use of IT and communication software.

12. Fulfil the role of School "Departmental Print Champion" to liaise between the University's centrally managed printing service, the third part print providers and the School staff and postgraduate students.

13. Maintain the inventory of computer equipment in liaison with the Inventory Officers. Develop and maintain a software licensing database.

14. Plan IT expenditure in conjunction with management to ensure equipment needs of the School and Institute are met and participate in annual IT budget spending plans

15. Develop, maintain and update the School website, including the creation of new pages to communicate the School 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.

16. Train website users and content developers. Liaise with University staff as required on all matters relating to the School website. Monitor and analyse site usage. Presenting regular reports to School management.

17. Support staff development through the in-house delivery of one to one/bespoke training programmes.

18. Manage and maintain School shared mailboxes and access lists.

19. Maintain and develop database systems and procedures ensuring they are capable of reporting and statistical analysis.

20. 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.

21. Manage and coordinate equipment loans to staff and postgraduate students. Ensure portable equipment have been encrypted in line with University requirements.

22. 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 and Institute.

23. Any other duties commensurate with the post.

Essential Criteria:

1. A degree (or equivalent qualification) in Computing or related scientific subject with significant multimedia and web development components.*

2. In the event that you do not meet this criterion, the University will also accept the following which has been deemed equivalent: Substantial relevant experience in a directly relevant IT support role.

3. A minimum of 3 years' recent relevant professional experience in an IT support role.*

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. Experience of using an IT Service Management tool.*

7. In-depth knowledge and experience of how to prepare and image Windows computers desktops.

8. In depth knowledge and experience of administering networked PCs in a Microsoft Active Directory domain environment, including client devices, operating systems, networking protocols, standard software packages, Azure Active Directory, MFDs/printers, file storage systems.

9. Knowledge and experience of SharePoint and how to customize end-user sites.

10. Good organisation and time management skills and ability to prioritise, plan and organise workload.

11. Ability to assign tasks to others and be responsible for ensuring work is completed to the required timescales and standards.

12. Able to demonstrate ownership and accountability of tasks.

13. Able to effectively engage with third parties and seek the views of others where appropriate.

14. Ability to work to a high level of accuracy and maintain accuracy standards through a team.

15. Excellent oral and written communication skills.

16. Good team working skills.

17. A commitment to supporting the work of others.

18. Well-developed analytical and problem solving capabilities.

19. 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.

20. Sets exceptional personal standards within the working environment.

21. Experience of problem follow through and issue resolution.

22. Responsive to change and adaptable to new challenges.

23. Thrives on delivering high levels of customer service.

24. Knowledge and understanding of customer care issues.

25. Ability to handle difficult situations in a calm and diplomatic way.

26. Able to identify computing/software advances with respect to the future developments in computing technologies.

27. Willingness to work beyond normally working hours when and as required.

28. Must satisfy manual handling requirements of the post being able to carry up to a maximum weight of 10 kgs for men and 7kg for women at shoulder height or 16 kgs for women or 25 kgs for men at waist height.

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 further/Higher Education context.

4. Experience of computer programming and updating web content.

5. Hardware/software troubleshooting and repair.

6. Experience of supporting Apple hardware (iMac, MacBook and iPad) and operating systems (MacOS and iOS).