Candidate Information

Position: Computer Officer
School/Department: Institute for Global Food Security
Reference: 23/111180
Closing Date: Monday 4 September 2023
Salary: £37,099 - £44,263 per annum
Anticipated Interview Date: Wednesday 13 September 2023
Duration: Permanent

JOB PURPOSE:

To maintain, develop and manage the computing requirements for the School/Institute. Your main responsibilities will include:

• Providing support for standard IT services – day to day IT support will form a significant part of this role. This involves being first line support for all IT queries and issues for Staff and Students in the School/Institute. Often you will be the best placed person to provide the solution and will need to maintain and utilise your general IT support skillset.

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

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.
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. Adhere to and implement the University cybersecurity standards.
4. Manage the purchase, installation, maintenance and asset management of IT equipment including sourcing, costing and evaluating new items of hardware, installation and configuration and arranging end of life disposal. Work within budget allocated by School Management and in compliance with University procurement regulations.
5. Source, install, and maintain software and manage software licences for the School/Institute.
6. 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/Institute. Keep the School Manager informed regarding downtimes, new services and changes/issues etc.
7. Fulfil the role of "Departmental Print Champion".
8. Present regular reports to School Management when required.
9. Participate in IT projects as required.
10. Any other duties commensurate with the post.

ESSENTIAL CRITERIA:

1. *A degree (or equivalent qualification) in Computing or related subject.
   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 an IT support role.
2. *Recent significant and relevant experience in an IT support role.
3. *Comprehensive experience of a range of computing systems, hardware and software.
4. In-depth knowledge of how to prepare and image Windows computer desktops.
5. In depth knowledge 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.
6. Ability to communicate effectively with a wide range of stakeholders at all levels.

7. Good organisation and time management skills and ability to prioritise, plan and organise workload.
8. Ability to work to a high level of accuracy.
9. Ability to identify computing/software advances with respect to the future developments in computing.
10. Flexible and professional approach.

DESIRABLE CRITERIA:
1. Experience of using an IT Service Management tool.
2. Experience of computer programming.
3. Experience in the support of Apple hardware and software.
4. Knowledge and experience of SharePoint.