Candidate Information

Position: Computer Officer
School/Department: Mechanical & Manufacturing Engineering
Reference: 23/111365
Closing Date: Monday 6 November 2023
Salary: £37,841 - £45,148 per annum
Anticipated Interview Date: Thursday 23 November 2023

JOB PURPOSE:

The Computer Officer manages the School's servers, desktops/laptops, mobile devices, and printers, and supports staff and students in their use. The successful applicant will be responsible for maintaining the technology to an appropriate standard, conducting maintenance, optimising performance, installing new devices, and troubleshooting faults across the School's IT landscape. This will include creating, maintaining, and implementing up-to-date and robust images for PCs on the School's networks.

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. Often you will be the best placed person to provide the solution and will need to maintain and utilise your general IT support skillset to resolve the issues raised.

MAJOR DUTIES:

1. Manage the purchase, installation, maintenance and asset management of IT equipment including tendering for, sourcing, costing and evaluating new items of hardware, installation and configuration and arranging end of life disposal. This will include creating and maintaining up-to-date and robust images for computers on the School's networks.
2. Work within budgets allocated by School Management and in compliance with university procurement regulations.
3. 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.
4. Source, install, and maintain software, and manage Education and Research related software licences for the School, including being the supplier's primary contact for School's education related licenses.
5. 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.
6. 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.
7. Adhere to and implement the University cybersecurity standards.
8. Act as the main School 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.
9. Fulfil the role of "Departmental Print Champion".
10. Present regular reports to School Management when required.
11. Participate in IT projects as required.
12. Any other duties commensurate with the post.

ESSENTIAL CRITERIA:

1. A degree (or equivalent qualification) in Computing or related subject (to include but not limited to Computer Science, Engineering, Electronics, Information Technology). 2. In the event that you do not meet this criterion, the University will also accept the following which has been deemed equivalent: Recent significant and relevant experience in an IT support role.
2. Demonstrate an appropriate level and range of professional experience in an IT support role.

3. 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.
4. In-depth knowledge of how to prepare and image Windows PC desktops.
5. Experience of implementing everyday computer hardware updates (e.g., replacing or adding hard drives, SSDs or memory modules.).
6. Comprehensive experience of a range of computing systems, hardware and software.
7. Ability to communicate effectively with a wide range of stakeholders at all levels.
8. Good organisation and time management skills and ability to prioritise, plan and organise workload.
9. Ability to work to a high level of accuracy.
10. Ability to identify computing/software advances with respect to the future developments in computing.
11. Flexible and professional approach.

DESIRABLE CRITERIA:
1. Experience of working in a higher education environment.
2. Experience of using an IT Service Management tool.
3. Experience of managing SharePoint sites.
4. Relevant postgraduate or professional qualification.