University of Edinburgh

Job Description

1. Job Details

Job title: Micro Lab Supervisor

School/Support Department: Accommodation Services

Line manager: IT & Communications Manager

2. Job Purpose

To: administer the functioning and security of the Holland House Micro Lab, Rutherford Library, squash courts and music rooms and provide support to students, staff and commercial customers authorised to use these facilities. To provide cover and support for Accommodation Services IT staff as required.

3. Main Responsibilities

Supervision of Micro Lab and Rutherford Library
To ensure the provision of an appropriately staffed, safe and secure environment for the authorised access to the Micro Lab, Library and associated services by both student and commercial customers. 55

Administrative IT support
When required, and if necessary in collaboration with MIS and EUCS, provide first line support to Accommodation Services administrative staff and commercial customers and be able to provide technical advice to the AS senior management as required. 20

Project Management
To initiate and, when required, implement projects relating to changes or improvements to services delivered within the context of Lab Supervisor or IT support to both student and commercial customers. 10

AS Intranet Site and Library data bases
To ensure that data bases and web applications are appropriately designed, developed and maintained. 10

Student Customer Satisfaction Survey
To design, distribute and collate the Student Customer Satisfaction Survey carrying out required analysis of results and present findings in an agreed format for review by AS senior management group 5

4 Planning and Organising

- Scheduling staff rotas to ensure adequate staffing levels from a pool of up to 20 PT Micro Lab Assistants. This includes ensuring the timely and accurate submission of salary claims to central Finance
- Monitoring stock of the Rutherford Library ensuring adequate and appropriate levels are maintained and that that purchases are within budget
• Ensuring that all staff are appropriately trained utilising resources within AS or the wider University community
• Liaison with EUCS hardware and software regarding upgrades within the Micro Lab
• Liaison with MIS and Registry for the conversion of Micro Lab, Holland House meeting spaces and Rutherford Library to host the student matriculation registration and ResNet Registration process
• Management of cash receipts taken in respect of Library membership fees and fines
• Liaising with Edinburgh First for non student use of the labs
• As directed by the IT & Communications manager and following consultation with appropriate stakeholders, the initiation and implementation of agreed projects.
• Planning the formatting and printing of the ResNet Handbook CD’s to ensure timely delivery to student customers
• Ensuring that the annual customer satisfaction survey is carried out timely and results presented to the AS senior management group within agreed time scales.

5. Problem Solving
• Identification of software and hardware faults that can be resolved locally or must be passed to EUCS
• In IT support capacity, fault finding and resolution of issues relating to the UoE standard desk top, peripheral equipment, corporate data base and software deployment

6. Decision Making
Within the context of the post the post holder is entirely self directing. However, advice and guidance is available from the IT & Communications Manager. Issues regarding the use of the Micro Lab and Rutherford Library that emerge from the annual Student Survey are subject to review with the IT & Communications Manager. It is expected that, where appropriate, the post holder will be able to make recommendations to address these in a cost effective, customer focused manner.

7. Key Contacts/Relationships
Internal
Line manager, IT & Communications Manager, IT Support Officer, Communications Assistant, Senior Cashier
MIS
EUCS
Human Resources
Salaries
External
EUCS
Suppliers consumable Rutherford Library
ResNet CD
Other suppliers as required
Commercial customers

8. Knowledge, Skills and Experience Needed for the Job
• Have a good understanding of University network infrastructure including wifi
• Have an extensive knowledge of Microsoft operating systems
• Have an extensive knowledge of database design and management in Microsoft Access environment
• Have an extensive knowledge of UoE standard desk work tools and configured for administrative and student use
• Be fully conversant with html, PHP, mySQL and current web design tools and infrastructure required to engage in the design, development and management of the AS and Micro Lab intranet sites
• Have an extensive knowledge of deploying software in a Microsoft/SQL environment
• Be able to communicate at all levels within the organisation ensuring that technical solutions are delivered to users using non technical terminology that is understandable and meaningful at all times

9. Dimensions and context
The Open Access Micro Lab is based on the Pollock Halls and must be staffed during semesters Monday to Sunday 09:00 to 23:00. The Lab is equipped with 80 PC’s and 5 Macs. The pool of staff required to run the Micro Lab varies from between 12 and 20 part time Micro Lab Assistants. On average over 300 students access the Micro Lab on a daily basis. This is from a population local population of over 2000 students based at Pollock Halls. The Rutherford Library membership has a membership of over 300 students with 6000 items available for loan. When delivering IT support to the AS admin staff there are over 100 users concurrently accessing a variety of systems from the standard UoE desk top. The AS IT& Communications Team is relatively small supporting both student and non student activities. The post holder must be highly customer focused and be flexible in their approach to problem analysis and resolution