University of Edinburgh

Job Description

1. Job Details

Job title: IT Services Officer

School/Support Department: Accommodation Services

Line manager: IT & Communications Manager

2. Job Purpose

To provide IT support services for all Accommodation Services administrative staff in the delivery of services to student. And to provide guidance and advice to the department’s commercial division, Edinburgh First, in IT related issues.

3. Main Responsibilities

Approx. % of time

1. Support function
To ensure the effective delivery of first line desk top and corporate application support liaising with MIS, EUCS and third party suppliers as required. A high priority within this context will be to ensure the availability of the department’s corporate application and data base, Kx to all authorised users. This will necessitate the continuous prioritisation of support calls, effective communication with the AS user base and a strong customer focus.

2. Project Management
Workload is derived from projects already identified within the IT & Communications budget and those that arise of an ad hoc nature. Planning activity is cyclical and based upon the AS Business Plan and the annual budgeting process that supports this plan. In consultation with designated users and following agreement with the IT & Communications Manager, the post holder will be required to initiate and when appropriate implement projects that are driven from this process.

3. Internal consultancy
To provide members of the AS senior management group with the most cost effective solutions to IT related issues based upon a thorough understanding of the departments student and commercial business practices and processes, the Microsoft desk top environment, the most up to date knowledge of IT practices and industry standards and LAN infrastructure technology.

4. Equipment purchase and Licensing
To ensure that all IT related hardware is fit for purpose and is available for use at all times when ever possible and where required, all appropriate software licenses are purchased and monitored for validity. This will require the on going monitoring of all
IT related equipment and the planning and roll out of replacements when necessary. The accurate maintenance of the IT Equipment Register is essential.

5. Budget management
The IT equipment budget is set in collaboration with the IT & Communications Manager and is subject to approval by the Assistant Director Support Services. Following authorisation, the post holder is responsible for monitoring spend and reporting the need for the purchase of goods and services out with the budget to the IT & Communications Manager.

4. Planning and Organising
The post holder is required to prioritise their own work load on a day-to-day basis and when necessary ensure that activities are organised to reflect business requirements. The planning of equipment replacement, software upgrades and system down time must be done to ensure that, where ever possible, there is minimum impact on the operational activities of the department. The post holder must be able plan their work load in a cyclical business environment ensuring that projects driven from the AS planning process and those that arise in an ad hoc nature effectively are integrated into over all activities and that time scales and deliverables are not compromised. While there are no supervisory responsibilities, in the event that there is a need to recruit temporary member staff, the post holder must be able to plan their workload and ensure that tasks are completed on time and to agreed standards.

5. Problem Solving
The post holder must be able to accurately analyse a range of potentially complex technical problems and implement appropriate solutions. When not able to offer a solution the post holder must be able to identify the most cost effective source to obtain the necessary assistance, articulate the nature of the problem, and implement solution as necessary.

6. Decision Making
The post is self directing with guidance and advice available from IT & Communications Manager. The post holder will have discretion to initiate the purchase of replacement equipment within budget, identify the most cost effective source for assistance in the resolution technical problems and when required, implement such solutions.

7. Key Contacts/Relationships

Internal
AS: IT & Communications Manager, Communications Assistant, Micro Lab Supervisor
MIS: Applications Support, Technical Services, Customer Services
EUCS: Network Services

External
Kinetic Solutions Ltd
Counter Solutions Ltd
Various suppliers of hardware and software
Commercial customers

8. Knowledge, Skills and Experience Needed for the Job
The post holder must have at least 3 years experience in managing an IT support desk function in a commercial or academic environment and have a thorough understanding of:

- Microsoft operating systems both client and server
- The deployment of application software in an SQL Server environment
- PHP, mySQL and current web design tools and infrastructure
- LAN infrastructures including hardware and protocol level layers
- The most current web development and management technologies
- Microsoft Access data base design and development
- Project management tools
- Budgetary control techniques

The post holder must be able to demonstrate and, when required, train users in a varied range of packages, notably the Microsoft environment but also bespoke applications and be able to quickly become familiar with new applications when required. The ability to communicate effectively 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 is essential. Good presentation skills are essential.

It is also desirable that the post holder either holds or is studying for accreditation as a Microsoft Certified Professional

9. Dimensions and Context
AS now has almost 200 members of staff who have varying degrees of usage of computer based systems accessed through the UoE standard desk top. Of these 180 have access to the Kinetics application software modules. The budget holder is responsible for the preparation and monitoring of the departments annual IT budget of £215,000.