1. Job details
Job Title: Administrative Services Computing Officer
School: GeoSciences
Line Manager: IT Service Manager

2. Job purpose
To provide administrative computing services to all areas of the school utilising infrastructure, web and database services as appropriate. Additional responsibilities will include desktop application configuration and database services.

3. Main responsibilities

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<th>% time spent</th>
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<tr>
<td>1. Manage delivery of computer-based administrative services for research, teaching organisation, graduate school and administrative team.</td>
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<td>2. Manage school administrative data, including acquisition, import, storage, access and archiving taking account of restrictions and limitations imposed by ownership, licensing and security.</td>
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<td>3. Respond to calls on the help desk Call Management System, either by investigating and resolving the problem or liaising with other team members to ensure a solution.</td>
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<td>4. Provide specialist support for research projects which would benefit from the postholder's area of expertise and knowledge.</td>
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<td>5. Keep up to date in and develop own area(s) of expertise, taking responsibility for identifying own professional development needs.</td>
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<td>6. Carry out any other reasonable duties as requested by the line manager which are commensurate with the post.</td>
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4. Planning and organising
- In conjunction with users, planning and organising change projects within administrative IT services (such as the design and implementation of new systems and procedures).
- Responsible for planning and prioritising own work on daily, weekly and long-term basis within agreed overall priorities.
- Project management for introduction of new systems, processes, software and services over weeks or months.
- Ability to work on several projects at once and set appropriate priorities for delivery and deadlines.
- Respond to urgent problems, crises and service disruptions with appropriate level of priority relative to long-term goals.

5. Problem solving
- Assess and evaluate short and long-term strategies and risks for administrative services computing and take or recommend appropriate action.
- Resolve day-to-day operational difficulties using judgement and experience.
- Investigate and analyse technical problems, explore and evaluate solutions using judgement and experience to select best response.
- Identify when technical problems require input from other specialists.
Deal appropriately with inexpert, frustrated or irate computer users.

6. Decision making
- Interpret policy and provide advice on matters relating to administrative IT services.
- Autonomous decisions on work schedule and immediate prioritisation of needs.
- Decide on and implement appropriate solutions to problems.
- Act to anticipate and prevent difficulties.
- Determining and take action to address own learning needs to maintain skills and expertise in new software and techniques.

7. Key contacts and communication
- Provide IT guidance, advice, training and solutions to a range of academic, research and support staff in the School and to students.
- Liaise with University services, such as College and Registry to develop and maintain services for the school and influence policy affecting administrative IT services.
- Act sympathetically to user difficulties and level of knowledge and explain complex concepts and procedures at appropriate level.
- Work as part of a team of IT specialists to optimise use of time, skills and resources to achieve common goals.

8. Knowledge, skills and experience required
- Degree or equivalent qualification/experience.
- Experience of working in a computing support role is desirable.
- Experience of database design, implementation and administration preferably using Oracle.
- Experience of web-based reporting from database ideally using Zope.
- Knowledge of some or all of Python, Visual Basic, scripting, PHP, Perl, Java, C.
- Knowledge of packages typically used in a geosciences research environment.

9. Dimensions
- Provides administrative IT service to support all teaching and admin staff in the School (c. 100 staff). Provides user services to staff (c. 230), postgraduate (c. 250) and undergraduate students (c. 1000).
- Member of a team of 10 computing officers.

10. Job context and any other relevant information
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