1. Job Details

Job title: Computing Officer (Variant 3)
School/Support Department: Informatics
Line manager: <Computing Unit> Manager

2. Job Purpose

To be an effective member of the team of system administrators and developers supporting all aspects of the local computing facilities

3. Main Responsibilities

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<th>Approx. % of time</th>
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<tr>
<td>1. Distribute software packages on the School's computers using the Local Configuration (LCFG) system management system to satisfy requests for additional software packages from staff to aid teaching and research. 5</td>
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<td>2. Provide technical computing advice and solutions to user problems to enable them to do their own work more effectively using the local computing environment. 30</td>
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<td>3. Write documentation on local software applications and computing services for both support staff and users to enable them to use local computing facilities more effectively in the course of their own work. 15</td>
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<td>4. Log and document problems and solutions for future reference to speed up the resolution of similar problems. 15</td>
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<td>5. As a member of the mail, lcfg, network and web teams, assist in the management and development of local computing services, namely email services (including personally modifying code within the third party mailman software to make it fit for use within Informatics), machine configuration infrastructure (using LCFG), locally managed high speed resilient network (using switches, routers, VLANs, Spanning Tree and SNMP) and web services providing a central web server for the School and numerous web servers for Institutes and personal web pages. 35</td>
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4. Planning and Organising

Plan and organise, over a period of a number of months, job holder's own work that has been allocated by the line manager while meeting deadlines set for the work. Plan the maintainence and expansion of Buccleuch Place server area, within the context of defined policies, and with a view to minimizing any adverse effects on the users. As a member of the network team, organise the day-to-day operation of the Buccleuch Place network infrastructure (for example annual network kit upgrades for Buccleuch Place, deployment of Informatics core infrastructure to new offices in Buccleuch Place, sometimes when only a few days notice, or no notice, has been given for the latter by administrative staff). Respond within a day or two to user requests for technical advice and to requests from staff for third party software that have been passed on by the Front Line support team. Deal promptly with emergency events caused by hardware/software faults.
5. Problem Solving
Analyse fault situations and take remedial action. The faults may be caused by, for example, hardware faults, software bugs or mis-configuration of one or more components of the distributed system.
Analyse problem/fault situations reported by users that have been escalated from the Front Line support team. Given a requirement for a piece of software, design and implement some software with those required features and behaviour.

6. Decision Making
Makes decisions about the detailed implementation of the work assigned. These decisions would normally be accepted but could be reviewed and overturned by more senior staff.
Would refer decisions over policy to senior computing management.

7. Key Contacts/Relationships
Report to line manager and/or project leader on progress of assigned work.
Participate in technical discussions with peers in area of assigned work or in cross service issues.
Provide technical advice and assistance both to users and to other computing staff.
Liaise with non-computing staff (for example, electricians, air conditioning engineers, administrative and secretarial staff) to achieve a successful deployment, maintenance and expansion of local computing infrastructure.
Liaise with staff of Axiope, Cognia and Text Mining on computing issues of concern to those bodies (for example, provision of core infrastructure).

8. Knowledge, Skills and Experience Needed for the Job
Honours degree in Computer Science or related subject or equivalent experience.
At least three years additional relevant experience (including administration in a distributed unix environment).
Possession of good communication skills.
Ability to work accurately as a member of a team, within the framework of clear precedent and defined policies.
Experience of writing and debugging production code in a variety of languages such as python, expect, tcl/tk and perl.

9. Dimensions
Computing staff centrally manage close on 1000 computer desktops and servers and control the installation of about 2800 software packages.

10. Job Context and any other relevant information
The rapidly changing knowledge base implicit in the effective support of a computing environment suitable for this leading Informatics research and teaching centre imposes on all computing officers a need for ongoing self-education within the discipline to keep skills up to date.
The multiple sites within the School put additional constraints on the planning and organisational aspects of the job and also make complex interactions between staff more time-consuming.

11. Verification
I agree that this job description conveys an accurate description of this job.

Manager:

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<tr>
<th>Job title</th>
<th>Name</th>
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Job holder:

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<th>Name</th>
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