1. Job details
   Job Title: Infrastructure Services Computing Officer (user support)
   School: GeoSciences
   Line Manager: Infrastructure Services Leader

2. Job purpose
   To provide infrastructure services computing support to the School, including user account administration, desktop computer deployment and maintenance, server and network configuration and monitoring, and responding to calls on the help-desk.

3. Main responsibilities

   1. 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. 40%
   2. Configure, install and maintain desktop and laptop computers within the School using appropriate management and deployment tools across a range of Operating Systems. 30%
   3. Administer users of School systems, including user accounts, storage management and authorisation for appropriate services. 10%
   4. Provide specialist support for research projects which would benefit from the postholder's area of expertise and knowledge. 10%
   5. Keep up to date in and develop own area(s) of expertise, taking responsibility for identifying own professional development needs. 5%
   6. Carry out any other reasonable duties as requested by the line manager which are commensurate with the post. 5%

4. Planning and organising
   - 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
   - Investigate and analyse technical problems, explore and evaluate solutions using judgement and experience to select best response.
   - Analysis of hardware, system and network failures.
   - Identify when technical problems require input from other specialists.
   - Deal appropriately with inexpert, frustrated or irate computer users.
6. Decision making
- Make 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 guidance, advice, training and solutions to a range of academic, research and support staff in the School and to students.
- 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.
- Liaise with University IT services and external organisations to develop and maintain services for the school.

8. Knowledge, skills and experience required
- Degree or equivalent qualification/experience.
- Experience of working in a computing support role is desirable.
- Experience of administering some of the operating systems in use. These are currently: Windows XP, Linux, Solaris and Mac OS X.
- Knowledge of PC hardware configuration, troubleshooting and replacement.
- Knowledge of some or all of FORTRAN, C, C++, Java, Perl, PHP, Visual Basic, scripting, C#, Python.
- Knowledge of packages typically used in a geosciences research environment, for example: ESRI GIS products, RSI ENVI/IDL products, ERDAS IMAGINE, Schlumberger GeoFrame products, Matlab, Maple, TeX, LaTeX, R, SPlus, SPSS, Minitab, SAS, OpenDX, AVS, PVWave, Surfer, SigmaPlot.

9. Dimensions
- Provides infrastructure and user support services to all staff in the School (c. 200 staff). Provides a service for postgraduate (c. 250) and undergraduate students (c. 1200).
- Member of a team of 10 computing officers.

10. Job context and any other relevant information
~