Job Description Template

1. Job Details
   - Job title: Computing Officer
   - School/Support Department: School of Molecular and Clinical Medicine
   - Unit (if applicable): Division of Clinical Neurosciences
   - Line manager: IT Manager

2. Job Purpose
   Designing, implementing and maintaining software solutions for University and NHS use. Manage and provide access to network resources and services. Securely storing and backing up of confidential data. Provide hands on and remote support to departmental users. Advising and sharing technical knowledge with users and colleagues. Diagnosing and repairing hardware and software faults.

3. Main Responsibilities

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<tr>
<th>Approx. % of time</th>
<th>Description</th>
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<tr>
<td>50</td>
<td>1. Plan design and implement systems for NHS and university use. This involves meeting project managers and staff to gather requirements. Using the requirements to plan hardware and software needs, developing a back and front end design for the system. Implement prototypes and finished system from design.</td>
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<td>2. Maintaining developed systems for all departmental and worldwide users. Fixing reported faults and improving functionality of the systems. Managing security and maintaining backups of confidential data.</td>
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<td>3. Train system users and providing help and support documentation.</td>
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<td>4. Provide systems support for the department. This involves managing the computers and users in the network. Provide access to IT resources and services.</td>
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<td>5. Provide technical support for colleagues in the department. Fault diagnosis and remedying software and hardware problems.</td>
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<td>6. Assist the DCN IT Manager. Provide supervision and support for other IT staff.</td>
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4. Planning and Organising
   System Work - Prioritise schedule and process System request depending on level of urgency. System requests are usually generated by line manager or other IT staff requesting assistance or users requesting access to particular resources.

   Technical support - Prioritise schedule and process IT support calls using an in house specialised reporting system. Technical requests come from departmental staff usually by phone, email or as a request on the reporting system. Use reporting system to collate the requests, plan resources and flag problems. Workload may be shared or delegated using the reporting system.

   Programming - Plan and prioritise several projects. New programming challenges are usually initiated by the line manager. Specifications come from meetings with project
managers and staff. Implementation is completed over a period of time using meetings and communications to evolve the specifications.

System Maintenance – Prioritise, schedule and process programming maintenance work depending on level of urgency. Maintenance work is generated from the users of the systems and project managers requesting new functionality or reporting faults.

5. Problem Solving
Use technical knowledge, experience and innovative programming techniques to overcome programmatic problems. Diagnose and fix general IT hardware and software problems. The Division has a large multi-disciplinary IT group that cohesively works to help solve and reduce problems.

7. Decision Making
Schedule time allocated for project and other work. Purchase equipment for projects including hardware and software. Decide best course of action to resolve a technical problem for day to day issues and for long term problems. Work along side the IT Manager to formulate IT strategies and prototype new systems, technologies and opportunities.

7. Key Contacts/Relationships
Interact with all departmental Staff providing both technical access to departmental and university IT resources and services. Work with DCN IT Group, providing solutions for IT related requirements and problems. Liaise with NHS IT Staff to provide University/NHS solutions. Work with research Project Managers and system users to provide systems to automate tasks and store and audit clinical research data.

8. Knowledge, Skills and Experience Needed for the Job
- 2 years Practical experience of database design, implementation
- 2 years Practical experience of Web programming to develop stand alone and distributed systems.
- IT systems skills including hardware, networking and Operating system knowledge.
- Experience of Active Directory and Windows Servers.
- Good General IT hardware and software support skills.
- Experience with software applications such as MS Office, SPSS and Reference manager.

9. Dimensions
Post holder will have direct and remote contact with departmental and wider computer users 100+ and communicate with several project managers regarding project work. Support of world wide system users. Liaise with other University and NHS IT departments to complete projects. Indirect supervision of junior IT members of staff.

10. Job Context and any other relevant information