1. Job details
Job Title: Specialist Services Computing Officer
School: GeoSciences
Line Manager: Specialist Services Leader

2. Job purpose
To provide specialist computing support to the School, including data management, programming, mathematical modelling and support for non-common or non-standard software packages, particularly in relation to research or discipline areas. To provide user support, as a member of the GeoSciences IT team, to all users of computing services within the school including the teaching organisation, the graduate organisation and the administrative services.

3. Main responsibilities

| % time spent |  
|--------------|---
| 50%          | 1. Provide specialist computing support for research projects to help deliver the School's research objectives.  
| 20%          | 2. With other members of the computing team provide an appropriate level of support service across the School. This will include taking on other tasks in order to free up the time of other members of the team with specialist expertise.  
| 10%          | 3. Support the management of data, including acquisition, import, storage, access and archiving to ensure efficient and effective systems operate within the School.  
| 10%          | 4. Respond to calls on the HelpDesk Call Management System to provide user support across the School.  
| 5%           | 5. Keep up to date in and develop own area(s) of expertise, taking responsibility for identifying own professional development needs to sustain a high level of expertise in support of the School's research and teaching programmes.  
| 5%           | 6. Carry out any other reasonable duties as requested by the line manager which are commensurate with the post.  

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.  
- Identify when technical problems require input from other specialists.  
- Deal appropriately with inexpert, frustrated or irate computer users.
6. Decision making
- Autonomous decisions on work schedule and immediate prioritisation of needs.
- Decide on and implement appropriate solutions to problems.
- Act to anticipate and prevent difficulties.
- Determine 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 explains 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
- Good honours degree
- Post graduate experience in the use of computer systems / software relevant to the GeoSciences (3 years minimum), such as Remote sensing, GIS, Seismic Interpretation, Scientific programming/modelling, data processing/formats.
- Experience of UNIX/PC working environment, system administration and software development.
- Have contributed to research publications and presentations.
- Awareness of developments in computer systems/software relevant to Geosciences.
- Knowledge of database management and administration using products such as Oracle, MySQL and PostreSQL
- Knowledge of some or all of FORTRAN, C, C++, Java, Perl, PHP, Visual Basic, scripting, C#, Python (Zope), HTML
- Knowledge of packages typically used in a geosciences research environment, for example: ESRI GIS products, RSI ENVI/IDL products, ERDAS IMAGINE, Schlumberger GeoFrame, Matlab, MapleTeX, LaTeXR, SPlus, SPSS, Minitab, SASOpenDX, AVS, PVWave, Surfer, SigmaPlot, Kingdom Software, UMUI.

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

10. Job context and any other relevant information
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