1. Job Details

Job title: Computing Manager
School/Support Department: Philosophy Psychology & Language Sciences
Line manager: Head of Subject Area

2. Job Purpose

Management of all computing activities, including specialist laboratory facilities, within Linguistics and English Language, providing training and support to all staff and students. Provide advice and guidance to the Head of Subject Area and Director of Lab to meet the current and future needs of the subject area.

3. Main Responsibilities

1. Line management of all computing and studio support staff (3) to ensure the provision of adequate and timely hardware and software support for all staff and students. 10%

2. Responsible for problem resolution within the computing & laboratory facilities, troubleshooting where necessary and providing in-house training. 15%

3. Manage and develop the computing & laboratory facilities, managing back-up systems and internal network to meet the changing demands placed upon them and to ensure best use is made of current technology, whilst ensuring compliance with University Computing Regulations. 15%

4. Provide technical and specialist advice to staff and students on the suitability and use of hardware and software required to perform their research and teaching tasks. 10%

5. Develop custom software solutions and provide dedicated support for research and teaching staff to allow specialised computing tasks to be undertaken by the staff and students. 20%

6. Produce documentation for management, staff and students to allow them to make informed decisions and full use of the systems. 10%

7. Provide administration of the Unix computing systems to ensure correct operation for users employing them in their research and teaching activities. 20%

4. Planning and Organising. Examples include:

- Planning the upgrade of a teaching lab involving the activities of the other members of the support team up to three months ahead of the start of semester.
- Prior planning of the purchase and installation of new hardware and software one year ahead when forming the annual SHEFC equipment application.
- Long term planning of phased changes and replacements of computing and laboratory facilities over a 3 to 4 year period.

5. Problem Solving. Examples include:
• Hardware and software problems need to be swiftly diagnosed and remedied, the job holder must provide a solution, either directly or by co-ordinating the activities of others.
• Issues involving people need to be resolved, e.g. users may need to be placated when requests are out with stated policy or are impractical, the support team needs to be motivated and tension relieved at times of stress and heavy work load.
• Solutions need to be devised to meet new challenges presented by research & teaching staff, new equipment identified, new techniques and software developed.

6. Decision Making
• User requests are referred to job holder when interpretation of policy is required. Where necessary these are discussed with the Director of Lab or the Head of Subject Area.
• Prioritising and scheduling of work to meet current requirements and stated deadlines.
• Choice and configuration of hardware and software to achieve the goals identified in the 3 year plan which is produced in conjunction with the academic director of the lab.

7. Key Contacts/Relationships
• All staff and students within subject area.
• EUCS, Informatics and University COs
• HSS representative on Authentication Working party.
• External suppliers and repair organisations to evaluate, purchase and enable repair of local software and equipment.
• School Administrator

8. Knowledge, Skills and Experience Needed for the Job
• Unix and MS Windows administration and University Computing Regulations.
• Computer programming and scripting languages.
• Understanding of Audio recording and signal processing techniques.
• Ability to plan and organise individual or team activities.
• Communication skills dealing with people at all levels.
• Understanding of computer, audiovisual and experimental hardware.
• Able to comprehend and develop specialist experimental techniques.
• Report writing and documentation.
• University degree or equivalent plus a minimum of 5 years experience in a computing related area.

9. Dimensions
• Approximately 50 teaching/research staff & 300 visitors/students use the facilities.
• The lab facility comprises 3 computing labs, a perception lab and a sound recording studio and a Sound archive.
• The facility has 2 equipped classrooms, a workshop and a server store room.
• The lab facility contains 20 Linux/Windows dual use teaching PCs, 8 Linus PCs, 14 Windows PCS, 6 Macintosh PCs.
• There are approximately 78 staff/student desktops running Windows, OSX, or Unix.
• There are5 Unix servers and 3 Windows servers providing services for the facilities.
• The annual budget for equipment is approx. 35K
• 3 direct reports.

10. Job Context and any other relevant information
The field of speech technology is a specialised, highly technical & rapidly changing area.
Continual requirement to update skills to keep up with technology changes and University policy.