Job Description

1. Job Details

Job Title: Computing Officer

School/Support Department: Philosophy, Psychology and Language Sciences

Unit: Institute for Applied Language Studies

Line Manager: Institute Director

2. Job Purpose

To develop and maintain all aspects of computing at the Institute for Applied Language Studies, both administrative and pedagogic. Advise the Director on all computing matters. Train and support staff and provide some teaching on CALL courses.

3. Main Responsibilities

<table>
<thead>
<tr>
<th>Approx. % of time</th>
</tr>
</thead>
<tbody>
<tr>
<td>30</td>
</tr>
<tr>
<td>25</td>
</tr>
<tr>
<td>15</td>
</tr>
<tr>
<td>10</td>
</tr>
<tr>
<td>10</td>
</tr>
<tr>
<td>8</td>
</tr>
<tr>
<td>2</td>
</tr>
</tbody>
</table>

1. Manage the Computing Services Unit. Troubleshoot hardware and software problems, delegate tasks and supervise the work of the Computing Support Officer and any temporary computing staff, to ensure the provision of adequate and timely hardware and software support for all staff.

2. Plan and develop software systems, to enable IALS to operate in an efficient manner, while ensuring adherence to University rules and regulations.

3. Manage and develop the internal network system and Computing Labs, managing backup systems and issuing user accounts, to provide easy access to computing facilities for staff and students, while ensuring compliance with University Computing Regulations.

4. Purchase and install hardware and provide appropriate computing resources for management, administration, teaching and research, to ensure that all staff and students have suitable computing systems for their work and study. Working within budget and complying with University rules and regulations.

5. Teach computing topics to students on some Teacher Training courses, to provide ‘up-to-date’ information and demonstrate teaching methods for Computer-Assisted Language Learning.

6. Provide in-house training and advice, to ensure that all IALS staff are able to perform the computing aspects of their work and are aware of relevant new developments in computing.

7. Manage the supply of computing consumables, to ensure that all IALS staff are able to perform any required computing tasks without disruption to their work.

4. Planning and Organising

- Create a three-year plan for the development of computer systems in IALS. This is updated annually for the Director and presented to the Management Committee. An annual proposal for budget spending has also to be presented to the Director.
- Prepare a weekly general plan of action for the IALS Computing Service, prioritising and determining the work to be carried out by the computing staff. Project deadlines are usually determined in consultation with the IALS section for which the work is being done. This includes reacting daily to urgent queries and problems of staff and students.
- Prepare lessons plans for teaching students on CALL courses and for giving talks to Teacher Training classes during the summer. Lesson plans are also prepared to provide computing tutorials for IALS staff.
5. Problem Solving

- Computerising an administration procedure at the request of the Senior Administrator. Consulting with the Senior Administrator to determine needs; explaining the options available and agreeing the type of system to be used. Designing and programming the system, if necessary. Planning the introduction of the new system and installing the system in consultation with the relevant staff. Training relevant staff in using the new system and planning the ongoing development of the system.
- Analysing network problems and determining the best solution while ensuring minimal disruption to users of the network. Consulting and seeking assistance of University Network Services where appropriate.
- Reacting to hardware and software problems of staff and students. Deciding on the appropriate course of action to solve the problem with the minimum disruption to work of staff and to class teaching.

6. Decision Making

- Advise the Director and Management Team on future strategy for the development of computing in IALS, to ensure that IALS can provide staff and students with appropriate computing systems and make best use of University computing facilities while complying with University computing regulations. Advice is formulated after discussion of needs with staff and consultation with appropriate personnel in EUCS.
- Decide on what hardware and software should be purchased and how it should be deployed to fulfil the computing needs of all IALS Sections, taking into account the available budget and the purchasing regulations of the University. Decisions are usually made entirely by the job-holder after consultation with Section heads to determine needs and notifying the Director on the decisions made.
- Decide on what computing systems should be used to carry out administrative and management procedures. Decisions are made by the job-holder after consulting with relevant staff.

7. Key Contacts/Relationships

- Meet with IALS Section Heads on a regular basis to discuss computing needs and problems of the sections. Frequent contact is usually required with the Senior Administrator.
- Monthly meetings with IALS Director to discuss development plans and computing policy.
- Meet with University Computing Services staff when required, to discuss and decide on the appropriate deployment of University systems (such as networking), in IALS. Taking into account the budget constraints and the specialised need of IALS.

8. Knowledge, Skills and Experience Needed for the Job

- A first degree (or equivalent qualification) in a computer related subject.
- A teaching qualification and some experience of teaching
- Approximately 5 year experience in a computing related job.
- Ability to prioritise work and work without supervision
- Ability to communicate with users at all levels. Diplomacy, and the ability to provide authoritative guidance in computing issues.
- Ability to learn and apply knowledge of new developments in computing.
- In-depth knowledge of Windows operating systems and networks.
- Thorough knowledge and experience of Microsoft Office programs.
- Knowledge of programming (particularly database programming).
- Knowledge of Web development and HTML.
- Knowledge of University Computing Regulations, purchasing guidelines and relevant legislation for computing e.g. waste disposal regulations.
- Awareness of the University Computing Services systems and an understanding of the activities of all IALS sections.
9. Dimensions

- Line manager for one permanent full-time Computing Support Officer and, when required, a second temporary computing assistant.
- Provide technical support and advice to: 50+ full-time staff, approx. 35 part-time staff and approx. 60 additional temporary staff in the summer.
- Manage computing budget of up to £48,000 per annum.
- Teach on two, 1 week CALL courses to a total of 18 students. Give one lesson per year to approximately 10 classes of 12 teacher training students.
- Provide computing assistance when required to approximately 1,500 short term language students per annum

10. Job Context and any other relevant information

- Working in a constantly changing field requiring constant updating of knowledge and skills.