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

2. Job purpose
To manage the delivery of a consistent managed desktop environment for staff, students and labs covering Windows, Linux, Unix and Mac operating systems, utilising centrally available tools and techniques where appropriate, liaising with EUCS, MIS and Infrastructure Services as necessary. Additional responsibilities will include network management and development and configuration of web services.

3. Main responsibilities

<table>
<thead>
<tr>
<th>% time spent</th>
<th>Main responsibilities</th>
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<tbody>
<tr>
<td>60%</td>
<td>Manage the delivery of a managed desktop and mobile computing infrastructure for the school, including centralised management techniques and specialised application configuration. The infrastructure will support Windows XP, Linux and Unix workstations. Mac OSX will be supported if practical.</td>
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<tr>
<td>15%</td>
<td>Develop and implement a security policy for the desktop infrastructure to minimise the risk of unauthorised access to services and information.</td>
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<tr>
<td>10%</td>
<td>Cooperate with other COs on server infrastructure and in development and maintenance of web and database services</td>
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<tr>
<td>5%</td>
<td>Provide specialist support for research projects which would benefit from the postholder's area of expertise and knowledge.</td>
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<tr>
<td>5%</td>
<td>Keep up to date in and develop own area(s) of expertise, taking responsibility for identifying own professional development needs.</td>
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<td>5%</td>
<td>Carry out any other reasonable duties as requested by the line manager which are commensurate with the post.</td>
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4. Planning and organising
- Planning and organising change projects within desktop services (such as the design and implementation of new systems and procedures).
- Specify and procure desktop and mobile computing equipment and advise on specifications of computing resources for research proposals.
- Procure and manage software licenses for systems and packages utilised in desktop and mobile computing to ensure compliance with legal and contractual obligations.
- Responsible for planning and prioritising own work on daily, weekly and long-term basis within agreed overall priorities.
- 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
- Assess and evaluate long term strategies and risks for desktop services and take or recommend appropriate action.
- Resolve day-to-day operational difficulties using judgement and experience.
- Investigate and analyse technical problems, explore and evaluate solutions using judgement and experience to select best response.
- Forensic analysis of system or network failures and security breaches
- Identify when technical problems require input from other specialists.
- Deal appropriately with inexpert, frustrated or irate computer users.

6. Decision making
- Interpret policy and provide advice on matters relating to desktop/laptop services.
- 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 advice to Infrastructures Service Leader on network capacity planning, and desktop configuration and security.
- Provide guidance, advice, training and solutions to a range of academic, research and support staff in the School and to students.
- Liaise with University IT services, such as (Desktop Services, Architecture Services and Network Services) and external organisations to develop and maintain services for the school and influence policy in these areas.
- 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.

8. Knowledge, skills and experience required
- A good honours degree or equivalent qualifications/experience.
- At least 3 years experience of working in a computing support role.
- Experience of administering some of the operating systems in use. These are currently: Windows XP, Linux, Solaris and Mac OS X.
- Knowledge of system and network configuration and security.
- Knowledge of programming techniques and languages e.g. 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
- Good interpersonal and time management skills.

9. Dimensions
- Provides infrastructure and user support services to all staff in the School (c. 230 staff) across 3 main buildings. Provides a service for postgraduate (c. 250) and undergraduate students (c. 1000).
- Member of a team of 10 computing officers.

10. Job context and any other relevant information
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