University of Edinburgh Job Description

1. Job Details

Job title: Manager, Graphics and Multimedia Resource Centre (GMRC)
Support Department: Computing Services
Unit: GMRC
Line manager: Head, Specialist Services Division

2. Job Purpose


3. Main Responsibilities

1. Plan, acquire and install hardware and software (from scanners and printers to video editing suites, colour calibrators and location audio recording facilities) to serve teaching and learning, research, e-learning, administration, communications and publicity, for all colleges, staff and students alike. Approx. % of time 10%

2. Renew, maintain and fault-fix all GMRC hardware, software, systems and accommodation, so that reliable resources can be available and accessible on demand, at short notice, to all staff and students, without interruption. Approx. % of time 20%

3. Provide consultancy, training, problem-solving, assistance, guidance and support, and write and deliver training courses and documentation, so that staff and students can work effectively, achieve the results that they need, and get the full benefits offered by current technologies, both in the Resource Centre and with their own or departmental systems. Approx. % of time 30%

4. Evaluate, and, when appropriate, acquire new technologies, so that provision can keep up with foreseeable demands, users can have early access to new possibilities, and the University's work need not lag behind the leading edge. Approx. % of time 10%

5. Monitor costs, utilisation and user satisfaction, and adapt and improve how services are delivered, so that costs are reduced year on year while the value to the University is maintained. Approx. % of time 10%

6. Manage the staff, accommodation, budget and operation of the Graphics & Multimedia Resource Centre, through the Resource Centre Supervisor, to ensure smooth delivery of its services. Approx. % of time 20%

4. Planning and Organising

- Planning development of GMRC facilities, including hardware and software, accommodation, user training and documentation (on-line and printed). Planning is done in an annual timeframe.
- Defining how GMRC resources and facilities are allocated and delivered to individual users.
- Planning how to sustain a high level of service in the face of changes in funding and staffing.
- Day to day organisational responsibilities are delegated to the Resource Centre Supervisor.

5. Problem Solving

- Technical problems presented by the complex hardware and software in the Resource Centre, both in normal operation (how to achieve a desired result with the available facilities) and in fault conditions (is it broken and how can we fix it?). There is generally no other support in the University. Post holder has to solve problems independently and promptly.
- Specific technical problems presented by users. The post holder is the only source of in-depth technical advice in this area generally available to staff and students in the University.
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Specialised consultancy for staff on their media-related requirements. This requires initiative, a broad knowledge of all the technologies, an appreciation of the users’ own fields of research and study, extensive experience, and lateral thinking.

6. Decision Making

- All purchasing decisions for the GMRC. In most cases, there is nobody else in Computing Services with knowledge of the field to provide support in these decisions.
- All technical decisions in developing GMRC facilities, in consultation with other Computing Services units where required (e.g. Desktop Services Team for managed desktop facilities).
- All management decisions, (e.g. GMRC opening hours, printing charges, staffing, physical space management etc). Line manager is consulted regarding service development directions and funding issues.

7. Key Contacts/Relationships

- GMRC users. A good relationship provides invaluable input about how services need to develop, and keeps the users considerate, cooperative and trustworthy in their use of facilities.
- Suppliers of software and equipment. Good relationships can give us access to support that would be too expensive to buy, or to new equipment on loan for evaluation.
- External agencies (e.g. the post holder was University representative and member of the board of management of an EU TEMPUS project).

8. Knowledge, Skills and Experience Needed for the Job

- At least 10 years experience in graphics and multimedia technologies.
- Extensive knowledge of general IT systems, hardware and applications.
- Good appreciation of research fields in the University in terms of their graphics and multimedia needs.
- Excellent interpersonal skills.
- Good presentation and writing skills.
- Good management and organizational skills.

9. Dimensions

- This job provides a service to the entire staff and student community, handling some 3,000 to 4,000 visits each year.
- The Resource Centre occupies two large rooms and accommodates up to 16 simultaneous users, open five days a week. Some 16 workstations, 20 items of specialist equipment, and 15 professional software packages provide the core service, with others available when needed, and 8 scanners now installed in the public computing labs around the University.
- Two staff report to the Resource Centre Manager: one supervisor and (through them) one assistant.
- The annual capital budget is about £10,000. Careful deployment of resources has brought that down from a figure of £30,000 in recent years.

10. Job Context and any other relevant information

This job gives Edinburgh University high-quality graphics and multimedia facilities found in few other institutions, and supports them with excellent assistance and training, so that the technologies can be applied flexibly, rapidly and effectively, without the expense and delays involved in contracting work out to external professionals. This provision is maintained by Computing Services as part of their contribution to the University, maintaining an information technology environment that supports and encourages the most advanced and flexible uses of technology in all aspects of academic and cultural life.