University of Edinburgh

Job Description Template

1. Job Details
Job title: Section Leader - Facilities Managed Computers
Support Department: EUCS
Unit (if applicable): Information Services
Line manager: Desktop Services Team Manager

2. Job Purpose
Senior member of the Desktop Services Team taking direct responsibility for the operation, development and maintenance of services and systems that support the managed desktop environment. Ensuring the continuous availability of the centrally managed desktop computing facilities throughout the University providing an effective and efficient learning and teaching environment for all students and staff.

3. Main Responsibilities

1. To ensure the continuous availability of the centrally managed desktop computing facilities providing an efficient and effective learning and teaching environment for all staff and students. 45%
2. One of three people involved in the analysis, design, implementation and support of the Supported Desktops within the University of Edinburgh allowing efficient and effective use of university personal computers by all academic staff and students. 25%
3. To plan for and liaise with other EUCS colleagues and IT managers and lecturers in schools and colleges to determine future provision of learning and teaching software in the centrally managed computing facilities ensuring the underlying infrastructure supports their specific requirements to a high standard. 15%
4. Assisting the team leader with the provision of strategic IT advice, guidance and consultancy to appropriate senior members of the Computing Services, to Schools and Colleges and to Computing Services Support Teams. 5%
5. To consult with and provide expert guidance to school and college based computing officers to allow the successful implementation and maintenance of their own student micro labs. 5%
6. To evaluate new personal computer hardware for use by all staff and students within the university ensuring the university achieves best value for money using sound procurement practices. 5%

4. Planning and Organising
Much of the work is generated by events, e.g. fault finding, which may be urgent and require immediate attention and the post holder is expected to prioritise event driven work without consultation. As a senior member of the team, the post-holder contributes to the strategic planning and development of future services over a timetable ranging between one and five years and in the case of projects co-ordinates the activities of staff in other sections of Computing Services.

5. Problem Solving
A high level of ability in analysis and support skills appropriate to computer systems problem solving is required. Typically problems arise through the complex interaction between servers, the services they provide and the desktop computers accessing them. The challenge is being able to identify where the problem actually lies and take the appropriate course of action, even if the problem area is not within the direct responsibility of the post holder. For example, a desktop computer can be functioning correctly but a server or network component malfunction may give the impression that it is unavailable. The post holder needs to confirm the status of the service, and rule out any possible issues prior to alerting those responsible for either the server or network for a resolution. While there may be standard check lists for simple problems the nature of the work requires considerable experience and expertise to be applied. The majority of problems referred to the post holder cannot be solved by other computer officers and are often highly technical in nature.
6. Decision Making
The maintenance and development of new services requires decisions in respect of changes which will affect all users of these services. These include upgrading software to the next version, security fixes and upgrading hardware to improve performance. The timing and risk to service of these changes have to be determined. The majority of the day to day decisions, e.g. on how to fix faults, does not require to be referred upwards with respect to it being implemented but nevertheless must be made available for scrutiny and justification. There is an expectation to take decisions unaided and make recommendations with a view to improving existing services and be trusted to implement these successfully after appropriate consultations. Where decisions affect strategy or have resource implications, the post-holder would advise the team leader.

7. Key Contacts/Relationships
Internally the post-holder is expected to liaise with computing officers and lab supervisors within other parts of the computing services, support groups and schools for the purposes of fault finding, service review and consultation over future developments. The post-holder liaises daily with the training coordinator in computing services to ensure that all scheduled courses including those booked commercially can take place. Externally the post-holder is expected to liaise with the technical support desks of major hardware and software suppliers for the purposes of procurement, fault resolution or research and development. As a member of the SelectPC advisory group, the post-holder is expected to advise and strongly influence PC purchasing policy.

8. Knowledge, Skills and Experience Needed for the Job
The job is of a very technical nature normally requiring graduate level education, Microsoft Certified Systems Engineer; administrator or specialist knowledge of Microsoft Systems Management Server (SMS), Microsoft Active directory and printing accounting software; In-depth knowledge of Macintosh operating systems; Good knowledge of application repackaging technologies; Good knowledge of server and networking technologies; Good communication, presentational and diplomatic skills; Good staff supervision skills during projects; Good knowledge of UoE IT policy, facilities and services; Ability to keep up-to-date with, adapt and transfer skills to new and emerging technologies in order to inform decisions on how best to exploit these innovations. At least five years experience of managing a major technical service. At least two years experience of managing projects or staff.

9. Dimensions
The service infrastructure directly affects all staff and students at the University of Edinburgh who use PC based learning and teaching environments. The post-holder takes senior responsibility for the service availability of over 1500 computer systems providing services to over 22,000 students. The post-holder directs some of the day to day work of 3 other team members. The post-holder provides input for the annual Information Services spend of £250K for the Open Access Labs and influences the University’s IT spend of over £700K for personal computers for staff.

10. Job Context and any other relevant information
The continued availability of a major university service, the teaching and learning environment, is crucial to the goals of the university. The post-holder takes senior responsibility for this major university service, ensuring that the lecture theatre and training PCs are continuously available so that scheduled courses and lectures can take place. Due to the specialist nature of Microsoft SMS, the post-holder is one of only two members of the university to possess the necessary skills and experience to develop and implement its technology. This is a role which requires significant expertise in a specialised area of rapidly changing technology, along with a detailed awareness of the systems being implemented in other parts of the University. The job is technically complex and challenging, as issues arising have often not been experienced before.