University of Edinburgh: Job Description

1. JOB DETAILS

Job Title: Senior Computing Officer – (Chancellor’s & QMRI Buildings)
Support Dept: College of Medicine and Veterinary Medicine, Learning Technology Section
Unit: IT-Services
Line Manager: IT-Services Manager (George Square)
Unique Job Reference Number: MLT/10

2. JOB PURPOSE

Responsible for AV installations and special projects (IT and Audio Visual (AV)) across The College,
Leads a comprehensive IT and AV service in Little France.
This post also carries a small undergraduate teaching requirement.

3. MAIN RESPONSIBILITIES

1. Contribute to special projects across the college requiring IT or Audio Visual (AV) input to ensure that systems integrate well with existing university infrastructure and/or reach university standards for teaching and learning spaces. 20%

2. Management of all audiovisual facilities and video-conferencing venues for the College. 10%

3. Oversee the day-to-day operational requirements for IT support for teaching and learning and for external organisations (e.g. NHS) at Little France. 25%

4. Responsible for IT, AV and accommodation booking for large events and conferences in Chancellor’s building and take responsibility to manage and ensure the provision of support through sufficient IT/AV staff resources, and accommodation for these events. 10%

5. Contribute to strategy and planning within LTS and on behalf of the College, to provide infrastructure and support for undergraduate learning and for other users of College teaching spaces. Ensures that data networks are specified and installed correctly to meet the needs of College users in new buildings. 10%

6. Contribute to the teaching of undergraduate medical students through provision of the Computing Skills and Medical Informatics (CSMI) teaching within the CSPPD programme for all 5 years of the MBChB course. 5%

7. Lead the Computing Officers in the provision of advice and training on the best use of computing at Little France, and on AV and Video Conferencing equipment across The College. 10%

8. Provide line management for the IT and AV Support Technician (WGH) and contribute to the operational management support and development of 3 Computing Support Officers. 10%

4. PLANNING AND ORGANISING

In conjunction with central university support services and or external contractors, plan the establishment and on-going maintenance of College AV installations.
Organise a varied workload comprised of project work, responses to problems and un-expected events, while dealing with the day-to-day service needs.
Organise, and delegate tasks to, the Computing Support Officers when at Little France and to the AV technician at WGH.
Plan at least 8 years in advance for IT and AV-equipment replacement cycles

5. PROBLEM SOLVING
The post holder must be able to troubleshoot a range of complex problems whilst under pressure, dealing at short notice with equipment failure as well as highly complex queries from students and staff.

The post-holder provides advice to College staff on special-purpose equipment (for example, a radiography installation at Easter Bush Veterinary Centre) and solves technical problems related to integration of these with the university network, providing support for their data security, data recoverability and aspects of how their data may be re-used to support teaching and or research.

The post holder contributes to the planning and logistical requirements of large events and conferences held at Little France and is responsible for organising resources to support these events.

6. DECISION MAKING

The post holder must make decisions on defining and prioritising projects relating to IT support at Little France and AV support across the College.

7. KEY CONTACTS/RELATIONSHIPS

The post holder must work well with all staff across the entire University and the NHS. For example when planning new PC labs s/he must be able to work with EUCS staff (for equipment evaluation), the LTS IT-services manager (for timescales and budgets), the building managers (to liaise on timescales and usage by staff and students) and the CSOs for deploying the hardware/software and registering the items in the database.

The post-holder contributes to the committees: College IT Working Group and to the Little France Teaching Facilities Steering Group.

8. KNOWLEDGE, SKILLS AND EXPERIENCE NEEDED FOR THE JOB

- Educated to degree level or equivalent.
- Have at least 7 years of experience working in a similar environment to gain the specialist skills required and to be able to advise on special projects.
- Have excellent line management skills and be able to train junior staff.
- Must apply specialist knowledge when obtaining quotes, ensuring adherence to University protocols.
- Have sufficient communication and teaching skills to contribute to undergraduate teaching.

9. DIMENSIONS

- Line management for 1 AV staff and responsibility for tutoring and task delegation to 3 CSO’s.
- Providing specialist advice on IT & AV provision for approx 1600 staff and 2400 students across College and in teaching hospitals.
- Responsibility for all PC labs and AV/VC installations managed by IT-services in 5 campuses.
- Shared responsibility for a £70,000 budget for annual equipment replacement managed by the LTS.
- Direct management of in excess of £350,000 of AV, VC & IT-equipment.
- Attendance at 6 committees, 3 working groups and involvement in 4 major consultancy projects.
- Organisation of 7-10 conferences per annum with over 125 delegates at each event.
- Responsible for 9 video-conferencing venues for the College across 5 campuses.

10. JOB CONTEXT AND ANY OTHER RELEVANT INFORMATION

The post holder must have the ability to work as part of a tightly-knit team (the LTS) as well take sole responsibility for providing a service when the situation requires it or when supporting events in the absence of colleagues. The context of the job is wide-ranging and highly challenging and it is imperative to keep abreast of the latest developments in IT and AV equipment in a rapidly changing commercial market.

11. VERIFICATION

I agree that this job description conveys an accurate description of this post.