University of Edinburgh: Job Description

1. Job Details

   Job title: Senior Computing Officer (WGH)
   School/Support Department: Learning Technology Section
   Unit (if applicable): IT Services
   Line manager: IT Services Manager (George Square)
   Unique Job Reference number: MLT/03

2. Job Purpose

   Lead the deployment of Active Directory within the College of Medicine and Veterinary Medicine (MVM). Manage all College computer labs, as well as all student IT facilities in external hospitals. Manage the Supported Desktop environments within the College for both staff and students. Senior IT representative for the Learning Technology Section within the Western General Hospital (WGH).

3. Main Responsibilities

   1. Manage the maintenance and development of the MVM Supported Desktop environments, to provide a uniform system across the College. 
      Approx. % of time: 25%
   2. Manage the College student computer labs to ensure facilities are kept in good working order, up-to-date and that IT support is provided at all times. Lead the development of existing facilities and assist in the establishment of computer labs at new sites. Contribute to the operational management of 4 Computing Support Officers. 
      Approx. % of time: 25%
   3. Test all new software to be released in the College computer labs and teaching rooms, to ensure facilities remain functional and secure. Repackage software applications as Microsoft Installer (MSI) files so that they can be distributed to a large number of computers without requiring end-user intervention. 
      Approx. % of time: 20%
   4. Contribute to a number of specialist College working groups to determine best policies in using existing IT facilities and developing new systems to meet user requirements. 
      Approx. % of time: 10%
   5. Represent the College on University-wide committees relating to the procurement of IT equipment, ensuring that any companies chosen are able to provide the necessary hardware to meet MVM requirements. 
      Approx. % of time: 8%
   6. Provide training to College computing staff in areas of the post holder’s specialisms, to ensure effective computing support can be provided across the College. 
      Approx. % of time: 5%
   7. Provide advice and IT support to staff and students within the Medical Education Centre (WGH) and to the other members of the Learning Technology Section. 
      Approx. % of time: 7%

4. Planning and Organising

   Plan the evolution of Active Directory and Group Policy Objects by assessing the changing needs of the College, to ensure the effective support of manageable, scalable and coherent desktop, groupware and network file-system services. 
   Prioritise the IT requirements on behalf of the College when discussing implementation strategies with the central computing service. Requirements may be hardware or software based. 
   Ensure College computer labs are supervised through operational management of 4 Computing Support Officers, and organise cover in the event of holidays and sickness.

5. Problem Solving

   The post holder will encounter new situations in IT, and will have to determine appropriate courses of action on behalf of the College.

   Development of new IT procedures.
   The post holder is required to develop College wide IT procedures regarding the use of computer labs if not already covered by existing procedures.

   Ensuring system security whilst allowing end-users access to specialist software
   The post holder works independently to ensure that all new applications are compatible with existing security measures, identifying problems and reconfiguring as necessary.

   Specifying requirements for up-to-date computer systems within financial constraints
   The post holder uses professional judgement to advise the College on the best IT solutions to fit the current environment within budgetary constraints.
6. Decision Making
The post holder is the sole College representative on the “Select” committees which make decisions regarding preferred suppliers of IT equipment across the University. The post holder is responsible for ensuring the College’s viewpoint is heard, and negotiates matters so that outcomes meet the College’s requirements.
The post holder is the final arbiter for all matters relating to the College’s implementation of student computer labs, and also for the configuration of the Supported Desktop for staff and students.
When uncertainties arise, the post holder makes the final decision on which facilities within the College become members of Active Directory. Judgements may be based on functional and/or system requirements. The post holder is responsible for ensuring all applications are tested thoroughly before releasing them into student computer labs.
The post holder has responsibility for decisions relating to the maintenance and development of IT facilities at 5 external hospital sites.

7. Key Contacts/Relationships
The post holder works with the University’s central computing service, and has regular contact with senior IT staff to negotiate matters relating to existing policy and strategy.
Communicates with MVM academic staff, assessing how their needs may be addressed through technology and advising on actions they should take.
Regular contact with IT and academic staff within the NHS and other Universities, to discuss developments in joint IT systems and to implement solutions for staff training.
Contact with technical staff within software companies based in Europe and America, to ensure new applications are available to University members, and any problems experienced are resolved expeditiously.

8. Knowledge, Skills and Experience Needed for the Job
Expert knowledge of administering Active Directory and using Group Policy Objects to reconfigure large quantities of computer systems remotely.
Proficient in repackaging software applications using Wise Package Studio.
Thorough understanding of Windows and Apple Macintosh Operating Systems (client and server based), Microsoft Office, VBScript, Computer Networks, File and Registry monitoring applications.
Strong communication skills in order to be able to negotiate with central service providers.
Must be able to prioritise own workload and delegate activities to others where appropriate.
Up-to-date knowledge and understanding of current market products.
Educated to degree level in a relevant discipline, and have at least 3 years experience in a similar role.

9. Dimensions
The post carries a College wide responsibility directly supporting 10 sites based in Edinburgh and extending to Livingston and Fife. The post holder is responsible for the configuration and maintenance of 450 computers in all of the College’s 21 computer labs, 10 lecture theatres and 14 seminar rooms. These decisions can have an affect on any of the College’s 2400 students.
The post holder contributes to decisions regarding the configuration of all Open Access computer labs which can be used by any of the 20000 students currently attending the University.
The Supported Desktop environment for College staff currently covers over 1200 computers, and is set to increase to over 2000 in the next year.
The post holder is responsible for ensuring the College budget for IT systems in computer labs and teaching facilities is spent appropriately (circa £50K per year).
Task manage 4 CSOs within the department on matters regarding College computer labs.

10. Job Context and any other relevant information
The post holder works on an independent and autonomous basis.
The post holder must be willing and able to travel to all sites in which he/she holds responsibility.
The post provides an essential interface between the College, NHS and Napier University regarding technical IT issues, building strong working relationships and developing trust between these organisations.

11. Verification
I agree that this job description conveys an accurate description of this job.