University of Edinburgh

Job Description Template WSC12

1. Job Details
Job title: Senior Computing Officer
School/Support Department: Computing Services
Unit (if applicable): Network
Line manager: Team Leader, Network Team

2. Job Purpose
Senior member of a section within the Network Team with responsibility for the operation, development and maintenance of the National Videoconferencing Service providing Teaching, Research and Administration to the UK HE/FE and Schools community and Videoconferencing development projects as part of an expanded contract to provide such a service to the UK Academic Community.

3. Main Responsibilities

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<th>Approx. % of time</th>
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<tr>
<td>1.</td>
<td>Project manager for development projects under an external contract to UKERNA, the UK Educational and Research Network Association, including the technical development of new Videoconferencing projects</td>
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<td>2.</td>
<td>Responsible for the integration of new Videoconferencing projects into the National Videoconferencing Services to enhance the multimedia aid to teaching and administration.</td>
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<td>3.</td>
<td>Provide Videoconferencing consultancy to the University and to the Academic community including external visits covering all aspects of videoconferencing such as network connectivity, equipment and security to ensure quality connectivity to the National Videoconferencing Service and generate external income to the University.</td>
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<td>4.</td>
<td>Give presentations on technical issues relating to the videoconferencing development projects to national and European audiences</td>
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4. Planning and Organising
Projects and their integration into service can be over a period from 3 months to two years. Projects have included automatic Quality Assurance testing of audio and video providing the community with an easy to use method of ensuring quality control. Another is the Conferencing On Demand project which provides a facility for the community to create, launch and manage their own conferences The post holder plays a major role in defining those projects, deciding what equipment to purchase for the projects, testing and refining the solution and writing up the project report.

5. Problem Solving
A high level of ability in analysis and technical skills is required along with the ability to absorb new information and knowledge and apply this within the projects. For instance within the Conferencing On Demand project the initial design was approved but unforeseen problems occurred during implementation which necessitated considerable further investigation and design modifications by the post holder. The post holder is left very much on his own to investigate any problems that arise within the projects and is expected to liaise directly with the suppliers and manufacturers in determining a solution to any problems that arise.
6. Decision Making
The post holder advises and liaises with UKERNA on the scope of the project to determine the initial feasibility of the project and its ultimate aims. The development projects that are evaluated also require a recommendation by the post holder on the viability of the project in the service environment to UKERNA. The post holder also decides the project requirements and how they fit together having taken into consideration financial constraints, feasibility, relevant standards, specifications and the aim of the project. Member of procurement panels with UKERNA for the awarding of major contracts.

7. Key Contacts/Relationships
There are three main contacts groups, first UKERNA. This is a two way relationship where both parties can suggest new projects which once accepted the post holder will be responsible for managing to completion. Secondly the Network Team as required for the completion of the project- this covers all aspects of the project including security, software, hardware, operation and installation. Thirdly the external manufacturers, suppliers and other videoconferencing specialists to assist in the evaluation of the project.

8. Knowledge, Skills and Experience Needed for the Job
The job is of a very technical nature dealing mostly with leading edge technology requiring a high level of hands on skill and several years of experience with a range of hardware and software systems. This post requires the post holder to have a good understanding of standards and technologies involved in Videoconferencing and also to keep up to date with market developments. At least five years experience of service delivery in a technical area a degree in relevant area and three year's experience

9. Dimensions
The Videoconference Service is managed on behalf of UKERNA for the entire UK Academic community, with many contacts in Europe and beyond, and the post holder contributes a vital part to this service in upholding the Universities reputation as a centre for excellence in the Videoconferencing world. This external contract covers all ranges from single small organisations to the entire UK Academic Community (including Schools). A total of 8000 conferences are supported over a year and the value of the contract is in excess of £450K per annum. The post holder is solely responsible for development projects within this contract and has taken on board six projects over the last two years, most of which are still ongoing. The post holder has also completed seven evaluations of new products including testing and writing the evaluation reports. New projects and evaluations are expected to continue for the life of the contract.

10. Job Context and any other relevant information
The job is technically complex and challenging, as issues arising have often not been experienced before. As Videoconferencing Systems are constantly evolving, considerable effort is required to maintain a strong, up to date working knowledge