1. Job Details – JP4001
   Job title: Support Team Member 3
   Support Department: Computing Services
   Unit: Support Services Division
   Line manager: Student Support Team Manager

2. Job Purpose
   The post-holder delivers IT consultancy and specialist level advice to students and staff across the University and acts as a point of reference on IT and educational technology services and policy to other parts of the University and to support the work of other team members.

3. Main Responsibilities

   1. Provide consultancy and specialist level advice and guidance to students and staff, including academic teaching staff and colleagues in academic support services and EUSA responsible for local IT policy to facilitate realisation of University IT plans, and to other team members in support of their work. Autonomously manage projects and oversee other team members who are undertaking tasks such as software development and producing documentation to facilitate enhanced service delivery. Identify requirements for new facilities and services and propose solutions to those requirements.  

   2. Provide expert IT support, including the diagnosis and resolution of complex technical problems to students and staff. Take primary responsibility for the delivery of support services to students, including technical or educational, development or evaluation work as necessary to enhance these services. Support, train and supervise other team members to improve their skills and ensure they provide a high quality service.

   The post holder deputises for the team manager and takes delegated responsibility for Student lab documentation and On-line support

   Examples of the services currently delivered by the team are:
   Student Support at Kings Buildings
   Student IT literacy programme and eSkills programme
   Student lab documentation and support to lab supervisors
   On-line support and Remote Support project

   3. Develop and maintain knowledge of new and emerging computing technologies, techniques and services in anticipation of students’ changing expectations.

   4. Undertake helpdesk duties as required. Where possible immediately resolve calls, otherwise allocate them to an appropriate team member, or take ownership of the problem and liaise with a specialist team, or do research to find a solution.

   5. Develop and/or deliver IT training courses, to help users throughout the University improve their computing skills.
4. Planning and Organising

Plans and organises own workload; also that of other team members when managing services or projects.

Identifies changing student requirements and ensures both local and institutional policy and longer term goals are taken into account in proposing new solutions, services or policy.

Project-managing significant change, such as rolling out a Remote Support service, will require planning for up to six months with execution taking several months more.

The post holder deputises for the team manager and is a key member of the management team.

5. Problem Solving

Highly complex problems, which are commonly outwith established practice, arise in a wide range of technologies and situations and the post holder requires a very high level of ability in their analysis, diagnosis and resolution. Problems of all magnitudes must be solved using considerable experience, knowledge and initiative, working closely with other specialists is common and excellent judgement is required to select and apply the most appropriate solution.

An example of the work of the post holder would be deciding the shape and content of the student lab documentation, training and on-line support service. This involves balancing the competing demands of University teaching and learning strategies, IT industry norms, normal teaching practices of individual Schools and the results of team research into student IT needs. The post holder is expected to decide on typical scenarios relating to student study needs and student ways of learning and then research and develop outlines for the documentation, bearing the wider context in mind, and possibly initiating independent research to clarify issues. The materials will have to fit developing guidelines on content packaging, electronic portfolios, IT literacy strategy, distance learning support, etc. and the post holder is expected to ensure that the products delivered are up to the standard of comparable UK Universities, or better.

6. Decision Making

The post-holder analyses the patterns of students’ requirements and determines the advice and recommendations to be given by other members of the team. The post-holder is expected to make the decisions needed without referring to the line manager, except for matters of a strategic or sensitive nature.

For example:

- The post holder monitors the work of more junior staff, reviewing the support given to students regularly and deciding on appropriate follow-up such as training sessions, enhanced guidance notes or different ways of working (eg perhaps a student workshop for a common problem). The post holder is empowered to deal with minor disciplinary matters (eg timekeeping) within guidelines agreed with the team manager.

7. Key Contacts/Relationships

- Post-holder will have very strong working relationships within the team in order to provide other team members with specialist support and direction.
- Post-holder will have excellent relationships with academic teaching staff and colleagues in academic support services and EUSA, in order to provide them with advice and consultancy on their responsibilities.
- Effective interaction is required with individual staff and students at all levels to gather the information needed to enable fault analysis and resolution.
- Post-holder will have strong working relationships with colleagues providing services throughout EUCS, MIS and Information Services, in order to influence the delivery of those services.
8. Knowledge, Skills and Experience Needed for the Job
- Five or more years of wide ranging IT support experience
- Writing and/or IT training skills.
- Excellent analytical skills
- Independent competence in a range of computer operating systems, software applications and hardware, with specialist expertise in one or more areas
- Thorough knowledge of current University IT policies, facilities and services
- The ability to provide authoritative consultancy and guidance
- Relevant degree or equivalent IT knowledge

9. Dimensions
The post-holder is a key member of the team which provides IT support and services to 20,000 students, specialised support to about 1400 disabled students and disabled staff, and support and services to students and staff using the Learning and Resource Centre in the Main Library.
The post holder oversees and rosters the work of staff on the student support helpdesks in the LRC and at King’s Buildings and staff working on student documentation.

10. Job Context and any other relevant information
The post-holder is an experienced team member, able to independently resolve the great majority of complex problems encountered. They require adaptability and flexibility to operate effectively in the rapidly changing and highly complex University of Edinburgh IT environment. Most work relates to services likely to affect the student body as a whole.