# JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>IT Systems Administrator</th>
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<tbody>
<tr>
<td>Department / Unit:</td>
<td>Psychology</td>
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<tr>
<td>Job type</td>
<td>Technical Support</td>
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<tr>
<td>Grade:</td>
<td>7</td>
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<tr>
<td>Accountable to:</td>
<td>Systems Team Manager</td>
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<tr>
<td>Accountable for:</td>
<td>n/a</td>
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## Purpose of the Post

**Summary of Responsibilities:**

1. The post-holder will be part of the Psychology Departments IT team. Providing day-to-day management and support of all the departments IT resources.

2. Research, evaluate and implement new services in consultation with the department, academic staff and the University's central IT department.

3. Document procedures and technical documentation in line with department policy.

## Key Tasks

### Main duties of this role:

**Support**
- Provide IT support to all department users
- Use helpdesk software to manage support incidents and requests
- Liaise with central computer services as required

**Hardware/Software**
- Procurement of new equipment and software
- Installation and administration of desktop and server systems
- Configuration and monitoring of network infrastructure
- Software license management and renewal
- Hardware lifecycle management, from procurement to disposal
- Audit IT systems (hardware and software)

**Software development**
- Develop and test code with the guidance and support of the Project Manager
- Support and maintain the on-going development of existing code
Web sites
- Maintain and support the Web presence of the department
- Provide technical support to Web content creators

Projects
- Implement new services in consultation with the department's academic staff and the University's central IT department.
- Research, analyse and evaluate new and alternative technologies
- Manage the delivery of new services

Service availability
- Provide and maintain a stable service, ensuring maximum availability
- Monitor service availability
- Schedule planned outages to minimise disruption to users
- Inform users of planned maintenance and unplanned outages
- Ensure systems change management is carried out in accordance with agreed standard and procedures
- Maintain and monitor backup systems

Security
- Proactively monitor systems to ensure they are regularly patched
- Educate and support users on security related matters

Labs / Teaching support
- Maintain the computer labs for the departments
- Provide support to enable new lab environments to be setup and for one-off ad-hoc courses
- Provide teaching support for internal and external courses

Policy/process
- Follow best practice throughout
- Ensure all college and department policies are adhered to
- Actively contribute to, and maintain departments IT documentation

Other
- Maintain availability of printers and multifunctional devices
- Automate system management tasks (scripting)
- Support departmental lab-based teaching activities
- Support departmental outreach activities, including Open Days, Applicant Visiting Days and Taster Days, among others
- Support specialist academic applications
- Support the IT support team by contributing at team meetings and carrying out operational duties, according to agreed rotas
- Collaborate with IT support staff in other departments and central IT services as required
- Provide cover and support to other members of the systems administration and development team
<table>
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<tr>
<th>Other Duties</th>
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<tr>
<td>The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.</td>
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<td>The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.</td>
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