JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>IT Support Officer</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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<td>Grade:</td>
<td>6</td>
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<td>Accountable to:</td>
<td>IT Manager (Psychology), Head of Department Psychology</td>
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**Purpose of the Post**
The IT Support Officer is responsible for the day to day management and support of the computing resources of the teaching and research laboratories in the Department of Psychology.

**Key Tasks**

**Security**
- Proactive monitoring and patching of all systems and equipment.
- Keep abreast of current security threats and best practice.
- Educate users.

**Service continuity**
- Setup and maintenance of Windows servers.
- Maintain and monitor backup systems.
- Minimise unplanned downtime and organize planned outages as required.
- Setup and maintenance of MS SQL servers

**Equipment**
- Install, set up and maintain server and desktop systems needed by users in the Department of Psychology.
- Install and maintain IT equipment in staff offices, student PC rooms and teaching spaces, and in research labs.
- Manage IT hardware resources effectively to ensure active and appropriate re-use of machines within the department.
- Troubleshoot and maintenance of all IT equipment in the department. This includes approximately 200 computers including servers, specialist research computing equipment, laptops and tablets, plus printers and photocopiers.
- Maintain printers and order consumables as required.
- Assist with procurement of equipment.
• Handle minor repairs, ordering spare parts, liaising with support contractors and vendors for warranty issues.
• Dispose of failed and obsolete equipment in accordance with College policy.

User support
• Provide front-line user support by email, phone and personal contact to all levels of staff in the department, including academic, administrative and research staff, and PhD students.
• Set up accounts for new users and manage their lifecycle.
• Maintain documentation regarding IT users
• Direct users to IT service desk where appropriate.
• Make recommendations to staff on new software and ensure opportunities for testing or software demonstrations where appropriate. Ensure that software updates are installed correctly and efficiently across the department, and that machines are kept clear of software viruses.

System management
• Configure, deploy and maintain the systems required to support teaching and research in the Department of Psychology.
• Document procedures.

Web Support
• Manage and maintain the department’s online presence, including webpages, staff & student intranet, and social media accounts
• Liaise with staff in central University services to ensure the department works within the University’s corporate brand and templates.
• Update web pages and social media editorial content as and when needed.
• Maintain and make good use of website

Other
• Keep up to date with the latest technologies, trends and skills. Attend training courses and workshops when appropriate.
• Liaise with other UK HEP system managers (by email and may include attending meetings elsewhere in the UK for ~3 days per year).
• Collaborate with other IT support staff in the college.
• Prioritise effectively to progress both reactive and proactive parts of the job.
• To assist in undertaking Health and Safety assessments for DSE users when required.

Other Duties

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.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.