JOB DESCRIPTION

Department: School of Computer Science, Information Security and Mathematics (CIM)

Post Title: Systems Technician

Grade: 6

Reports to: Senior System Lead

Summary of Responsibilities:

1. The post-holder will be part of the CIM IT group systems administration team, providing day-to-day management and support for all the IT resources of the School of Computer Science, Information Security and Mathematics.

2. Research, evaluate and implement new services in consultation with the Senior System Administrator and academic staff.

3. Document procedures and technical documentation in line with School’s policies.

Main duties of this role:

Support
• Provide IT support to all department users
• Support the School’s software development company (CodeGroovers) with their infrastructure needs
• 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
- Develop, configure, maintain and support the Web presence of the three departments (Computer Science, Information Security, and Mathematics)

Intranet
- Develop, configure, maintain and support the School’s SharePoint sites

Projects
- Implement new services in consultation with the Senior System Administrator and academic staff
- 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

Security
- Proactively monitor systems to ensure they are regularly patched
- Maintain firewall configuration
- Monitor intrusion preventing systems and host event logs for potential security events
- Educate and support users on security related matters

Labs / Teaching support
- Maintain the computer labs of the three 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
- Provide support to lab based sessions

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
- 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

Any other duties as required by the line manager as are commensurate with the grade.

As the needs of the College change so the above job profile, duties and location of the role within the College will be adjusted accordingly.