**JOB DESCRIPTION**

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Information Technology Support Officer</th>
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<tr>
<td>Department / Unit:</td>
<td>Physics / Centre for Particle Physics</td>
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<td>Grade:</td>
<td>RHUL 6</td>
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<td>Accountable to:</td>
<td>Dr Simon George</td>
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### Purpose of the Post

The appointee will join the IT support team of the Centre for Particle Physics to maintain and upgrade computer systems and software used for particle physics research.

### Key Tasks

- Physically install and remove servers, network and power equipment in racks.
- Replace faulty hardware components.
- Route and connect and label network cables.
- Configure management and monitoring interfaces.
- Upgrade firmware.
- Collect diagnostics for vendor support.
- Maintain printers and replace consumables.
- Dispose of failed and obsolete equipment in accordance with College policy.
- Install and configure system software.
- Install and configure application software.
- Install and configure virtual and real systems and services.
- Maintain and improve documentation.

### 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.

### Internal and external relationships

The following list is not exhaustive but the post holder will be required to liaise with:
- Dr Simon George
- Mr Barry Green
- Mr Antonio Perez Fernandez
- Mr Tom Crane