JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Graduate Trainee</th>
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<tbody>
<tr>
<td>Department / Unit:</td>
<td>IT Department</td>
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<tr>
<td>Grade:</td>
<td>RHUL 5</td>
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<tr>
<td>Accountable to:</td>
<td>Senior Team Lead</td>
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<tr>
<td>Accountable for:</td>
<td>n/a</td>
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Purpose of the Post

Department Summary
The IT department is responsible for the delivery and support of all aspects of Information Technology within the University. The department is responsible for all the operational aspects of IT including service desk, desktop support, network, telecommunications and server infrastructure; the development, implementation, integration and support of applications; and delivering IT projects and change.

The Purpose of the Role
To offer a programme in which Royal Holloway graduates gain a good grounding in working in an IT department and develop their technical skills in a variety of areas of IT within the College. Recruits will be placed in one area of IT or have the potential to work in 3 placement slots across the department. Alongside the placement the trainees will receive relevant training and also mentoring from a technical team lead.

The IT Department has several teams and there is potential for candidates to be placed in, for example: Systems Administration, Networking, Enterprise Applications and Technical Support.

Key Tasks

Summary of Responsibilities:
The responsibilities will vary according to the IT team where the trainee is placed. Examples of responsibilities are below:

Systems Administration:

- To work with other Systems Administration staff to learn how to provide support for platforms and services which fall within the remit of the Systems Administration team.
- Along with other Systems Administration staff, learn how to ensure the availability, security and stability of services through monitoring, maintenance, and automation, and change management, participation in incident management in line with process and industry best practice.
• To learn the relevant skills in the field of Linux and Windows administration.

Enterprise Applications:
• To learn about the analysis, design, development, implementation and delivery of applications for the academic and administration functions.
• To learn about the safeguarding the transition of solutions into production by applying robust testing disciplines and effective configuration management within a Service Delivery ITIL framework.
• To learn about web technologies and development tools.

Examples of the range of applications within the Enterprise Applications group involved include the student record system, finance system, payroll and personnel systems, e-learning applications, content management systems and a staff and student portal.

Networks:
• To learn about the installation, maintenance and development of the Royal Holloway campus voice and data network covering both wired and wireless infrastructure

• Along with other Data and Voice Comms staff, learn how to ensure the availability, security and stability of services through monitoring, maintenance, and automation, and change management, participation in incident management in line with process and industry best practice.

In all areas of IT candidates will:
• To learn the techniques required to provide all levels of technical support - all within a Service Delivery ITIL framework

• Contribute to standard and procedure documentation including relevant technical documentation in line with process and industry best practice.

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.