JOB DESCRIPTION

Job Title: System Technician

Department / Unit: Computer Science, Information Security and Mathematics (CIM)

Job type Professional Services

Grade: 6

Accountable to: Senior Technical Team Lead

Accountable for: n/a

Purpose of the Post

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

Reporting to the Senior Technical Team Lead, the post holder will work with the CIM Support team to ensure proactive and effective support and training for staff and students.

Key Tasks

1. Install, configure and maintain operating systems, networking, device drivers, security patches, web services, and printing services following institutional standards and best practices.

2. Provide day-to-day support and troubleshooting of core software systems and applications packages in use by the business, staff and student population.

3. Advise on new computer and periphery purchases and interact with vendors in the purchase of computer products for departments and staff.

4. Provide problem diagnosis and resolution for a variety of hardware and software-related issues. Escalate support issues to specialist technical staff as appropriate.

5. Assist with general desktop support duties.

6. Participate in projects which establish or improve services, either for internal departmental use or for our staff and student users.

7. Provide input to the CIM IT support team to improve service quality, service levels and services offered.
8. Assist with maintaining the inventory of desktop equipment across the campus.

9. Liaise with other staff on issues relating to campus wide support.

10. Contact and liaise with staff and students within RHUL EPMS School to provide detailed technical advice on the support issues and work requests.

11. Keep abreast of new technology and develop any skills required to remain effective in this role.

12. Support departmental outreach activities, including Open Days, Applicant Visiting Days and Taster Days (occasional weekend support)

13. Undertake any other tasks as requested by the Senior Technical Team Lead

**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:
- Central IT
- Head of Department
- Head of School
- Academics of the Department
- School Manager and School admin staff
- Fellow technical and operational managers within the EPMS School