



## JOB DESCRIPTION

<b>Job Title:</b>	IT Support Officer
<b>Department / Unit:</b>	Psychology
<b>Job type</b>	Professional Services
<b>Grade:</b>	RHUL 6
<b>Accountable to:</b>	IT Services Manager (Psychology)
<b>Accountable for:</b>	
<b>Purpose of the Post</b>	
<p>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.</p>	
<b>Key Tasks</b>	
<p>Security</p> <ul style="list-style-type: none"> <li>• Proactive monitoring and patching of all systems and equipment.</li> <li>• Keep abreast of current security threats and best practice.</li> <li>• Educate users.</li> </ul>	
<p>Service continuity</p> <ul style="list-style-type: none"> <li>• Setup and maintenance of Windows servers.</li> <li>• Maintain and monitor backup systems.</li> <li>• Minimise unplanned downtime and organize planned outages as required.</li> <li>• Setup and maintenance of SQL servers</li> </ul>	
<p>Equipment</p> <ul style="list-style-type: none"> <li>• Install, set up and maintain server and desktop systems needed by users in the Department of Psychology.</li> <li>• Install and maintain IT equipment in staff offices, student PC rooms and teaching spaces, and in research labs</li> <li>• Manage IT hardware resources effectively to ensure active and appropriate re-use of machines within the department.</li> <li>• 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.</li> </ul>	

- 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 University policy.

#### User support

- Provide front-line user support by Microsoft Teams, enquiry management system, email and personal contact to all levels of staff in the department, including academic, administrative and research staff, and PhD students.
- Maintain accurate records of all system components, including equipment specs, locations, and serial numbers 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 research web sites on AWS.
- Liaise with staff in central University services to ensure the department works within the University's corporate brand and templates.
- Manage and maintain in-house built web applications.
- Manage and maintain outsourced web application
- Set up and maintain MS Forms for staff members as requested
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#### 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 University.
- 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 University. The post holder will be expected to undertake other duties as appropriate and as requested by their 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**

**PERSON SPECIFICATION**

Details on the qualifications, experience, skills, knowledge, and abilities that are needed to fulfil this role are set out below.

**Job Title: IT Support Officer**

**Department: Psychology**

	Essential	Desirable	Tested by Application Form/Interview/Test
<b>Knowledge, Education, Qualifications and Training</b>			
Degree or equivalent experience	X		Application form
Degree in Computer Science		X	Application Form
<b>Skills and Abilities</b>			
Knowledge of Windows server maintenance		X	Application form/interview
Able to troubleshoot wide range of desktop machines, printers, and other IT/AV equipment	X		Application form/interview
Knowledge of web programming languages such as HTML, CSS, ASP3, PHP, JavaScript		X	Application form/interview
Ability to work well under pressure	X		Interview
Self-motivated and able to show initiative	X		Interview
Well organised, thorough, and good problem-solving skills	X		Interview
Knowledge of Windows 10 and Mac OS	X		Interview
<b>Experience</b>			
Experience of front-line user support	X		Application form/interview
Experience of maintaining SQL servers		X	Application form/interview

Understanding of any CMS (e.g., WordPress)	X		Application form/interview
Experience of Linux server maintenance		X	Application form/interview
Experience of network management		X	Application form/interview
Experience of Microsoft 365 apps, MS Forms, Power Automate, SharePoint, OneDrive, Power Apps	X		Application form/interview
Experience of cloud platforms (e.g., AWS and Azure)		X	Application form/interview
<b>Other requirements</b>			
Able to start by July 2024 or earlier		X	Application form/interview