Departmental IT Technician
Information Services, IT Services

Closing date: 29 November 2017
Interview date: 15 December 2017
Vacancy reference: 6201
INTRODUCTION

The Information Services Directorate is organised into three main areas, IT Services, Library Services and The Borthwick Institute for Archives; all are designed to support the teaching, learning and research aims of the University and help to deliver the Information Strategy. As a Directorate we strive to provide the best student and staff experience via a strong customer focus and a commitment to continuous improvement. We value collaboration with colleagues both within the department and across the University. We are proud to hold, and have maintained, the Customer Service Excellence accreditation which we first attained in 2014.

All staff share responsibility for and contribute to the success of the overall service. We want you to contribute to service improvement, working in an environment of mutual respect and openness. We strongly encourage all staff to engage in a process of continual review - both of their own work and that of colleagues; making suggestions for change to ensure that we continue to develop and enhance our services to meet the requirements of all our users.

This will also involve the setting of service standards and monitoring these to ensure our success. In developing and delivering services you will be directly contributing to both the Information Strategy and the University Strategy and as a collegiate organisation we welcome your contribution.
Main purpose of the role

This role is part of the Faculty IT Team, which is part of IT Services in the Information Services Directorate with the main focus on providing day-to-day IT support to the teaching and research functions in Computer Science. The role will be based in the Department of Computer Science on the Heslington East campus and will be line managed by the Computer Science Technical Manager and the Head of Faculty IT.

Key responsibilities

(Role holders will be required to undertake some or all of the duties below)

The role holder will maintain and support all departmental computing equipment, including hardware and software troubleshooting, virus protection and arranging third-party repairs and provide general support for the full range of departmental research and teaching. This involves:

User support

Provide front-line user support including:

- Providing first point of contact for specialist Computer Science IT support and distribution of queries, as appropriate, to other members of the CS technical team and with colleagues in IT Services for second-line support
- Assisting users (including staff and students of varying levels of technical ability) with troubleshooting and problem solving
- Provide practical training for staff and students in the use of hardware and software
- Department People Database administrator

PCs/Laptops

- Manage the departmental PC provision including:
- Installation of operating systems and standard software portfolio
- General setup, including configuration of networking, shared filestore, etc
- Provision of bespoke setups for project and user-administered PCs
- Issuing, reclaiming and rebuilding of PCs
- Identification of staff PCs require upgrade, liaising with users to keep disruption to a minimum
- Checking PCs to ensure software updates, patches and anti-virus updates have been received
- Creation and maintenance of custom Windows install images for different hardware classes
- Liaison with colleagues in IT Services regarding PC provision
- Assist with laptop support according to agreed service levels; provide best efforts support of unmanaged devices

Software

- Maintenance of the department software portfolio including:
- Installation, upgrading and maintenance of application software
- Creation and deployment of software packages and software group policies to staff PCs
- Testing and configuration of new software and operating systems before deployment
- Troubleshooting software configuration problems and hardware faults
- Advising users about appropriate and suitable software based on their requirements
- Ordering of software for users, obtaining licences and maintaining a database of licence details
JOB DESCRIPTION

- Liaison with colleagues in IT Services regarding software portfolio

General

- Monitoring and maintenance of automated backups for servers.
- Manage the programming of security keycards.
- Provide first-line support for the Audio-visual systems installed in the department, and to contact the AV Department for second-line support as necessary.
- To provide input to the sub-committees of the Departmental Computing and IT Infrastructure Committee on support-related issues.
- Hands-on support for taught-course software-based practical sessions
- General programming support, including Java, Python, C++, Haskell
- Specialist support for Real-time Systems (RTS) simulation software (used for teaching)
- Specialist support for software on "motes" (used for RTS teaching)
- Support for research and teaching functions
- Provide additional cover for IT Services support as required during peak periods
- Share responsibility for implementing the Department's ICT strategy (ensuring compatibility with the University ICT strategy)
- Responsible for updating of the equipment register when making changes and share responsibility for undertaking the annual audit of equipment'
- Participate in projects in order to develop computing services and facilities for users
- Liaise with suppliers and third-party maintenance companies; supervise and monitor contractors and temporary staff to ensure they deliver quality services and comply with regulations; liaise with other teams and departments to ensure all planned works or changes are implemented with minimal impact on customers/ users

Other

- The above list of duties is not exhaustive and is subject to change
- The post holder may be required to undertake others duties within the scope and grading of the post as required by the Director of Information or Deputy Directors
## PERSON SPECIFICATION

<table>
<thead>
<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>A degree in Computer Science or a related discipline, or equivalent relevant professional experience</td>
<td>Essential</td>
</tr>
</tbody>
</table>

### Knowledge

<table>
<thead>
<tr>
<th>Knowledge</th>
<th>Essential / Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Knowledge of relevant issues in HE</td>
<td>Essential</td>
</tr>
<tr>
<td>Understanding of the needs of those working and studying in a higher education environment</td>
<td>Essential</td>
</tr>
<tr>
<td>Understanding team dynamics and how this contributes to effective service delivery</td>
<td>Essential</td>
</tr>
<tr>
<td>A good working knowledge of Linux</td>
<td>Essential</td>
</tr>
<tr>
<td>A good working knowledge of standard office applications, including Microsoft Office</td>
<td>Essential</td>
</tr>
<tr>
<td>A good working knowledge of Microsoft Windows, including Windows 7 &amp; 10</td>
<td>Essential</td>
</tr>
<tr>
<td>A good working knowledge of laptops and mobile devices and their configuration</td>
<td>Essential</td>
</tr>
<tr>
<td>A good working knowledge of programming and scripting languages</td>
<td>Essential</td>
</tr>
<tr>
<td>Specific knowledge base relevant to the role and its application in organisations</td>
<td>Desirable</td>
</tr>
<tr>
<td>Knowledge of Ubuntu Linux</td>
<td>Desirable</td>
</tr>
<tr>
<td>Knowledge of C, Java and/or Python</td>
<td>Desirable</td>
</tr>
<tr>
<td>Knowledge of PHP and MySQL</td>
<td>Desirable</td>
</tr>
<tr>
<td>Knowledge of computer networking</td>
<td>Desirable</td>
</tr>
<tr>
<td>Knowledge of Powershell</td>
<td>Desirable</td>
</tr>
</tbody>
</table>

### Skills, abilities and competencies

<table>
<thead>
<tr>
<th>Skills, abilities and competencies</th>
<th>Essential / Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excellent communication skills, both written and verbal</td>
<td>Essential</td>
</tr>
<tr>
<td>Ability to work under pressure and on own initiative</td>
<td>Essential</td>
</tr>
<tr>
<td>Ability to convey information to a wide range of people</td>
<td>Essential</td>
</tr>
<tr>
<td>A proactive approach and the ability to use initiative and problem solving skills</td>
<td>Essential</td>
</tr>
<tr>
<td>Excellent teamwork and interpersonal skills</td>
<td>Essential</td>
</tr>
<tr>
<td>Ability to demonstrate flexibility and innovation in adapting to changing needs</td>
<td>Essential</td>
</tr>
<tr>
<td>Proactive approach to keeping up to date with developments in area of expertise</td>
<td>Essential</td>
</tr>
<tr>
<td>Ability to use negotiation skills and to facilitate open discussion with individuals and groups</td>
<td>Desirable</td>
</tr>
</tbody>
</table>
## PERSON SPECIFICATION

<table>
<thead>
<tr>
<th>Experience</th>
<th>Essential / Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Experience of involvement in projects</td>
<td>Essential</td>
</tr>
<tr>
<td>Experience of contributing towards service planning at an operational level</td>
<td>Essential</td>
</tr>
<tr>
<td>Liaison and collaboration with a range of stakeholders</td>
<td>Essential</td>
</tr>
<tr>
<td>Experience of delivering first-line customer support</td>
<td>Essential</td>
</tr>
<tr>
<td>Experience of resolving technical problems for others</td>
<td>Essential</td>
</tr>
<tr>
<td>Experience of installing operating systems and applications and configuring networking on PCs and laptops</td>
<td>Essential</td>
</tr>
<tr>
<td>Involvement in delivering change</td>
<td>Desirable</td>
</tr>
<tr>
<td>Experience of managing services, preferably in an Information or IT environment</td>
<td>Desirable</td>
</tr>
<tr>
<td>Awareness of financial procedures and regulations</td>
<td>Desirable</td>
</tr>
</tbody>
</table>

### Personal attributes

<table>
<thead>
<tr>
<th>Personal attributes</th>
<th>Essential</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conveys positive attitude</td>
<td>Essential</td>
</tr>
<tr>
<td>Personal credibility and integrity</td>
<td>Essential</td>
</tr>
<tr>
<td>Motivation towards customer service excellence and quality</td>
<td>Essential</td>
</tr>
<tr>
<td>Open to collaborative ways of working</td>
<td>Essential</td>
</tr>
<tr>
<td>Encouraging towards innovation and development</td>
<td>Essential</td>
</tr>
<tr>
<td>Open communication style</td>
<td>Essential</td>
</tr>
<tr>
<td>Sensitivity and empathy with users, colleagues and staff</td>
<td>Essential</td>
</tr>
<tr>
<td>A team player who enjoys working with people, both in-person and on the telephone</td>
<td>Essential</td>
</tr>
</tbody>
</table>
THE DEPARTMENT

The Information Services Directorate is organised into three main areas, IT Services, Library Services and The Borthwick Institute for Archives all are designed to support the teaching, learning and research aims of the University and help to deliver the Information Strategy. This post is to support the Department of Computer Science.

IT Services

Information Technology is fundamental to the teaching and research success of the University as well as its day to day operations. ITS provides technology services to the whole University: staff, students and visitors. We aim to deliver services which are secure, reliable, easy to use and resilient. We strive to develop new services to meet changing needs and to keep pace with technological advances.

We manage, develop and support the network infrastructure which interconnects all buildings as well as the high-speed link to the internet via the academic network provided by Jisc Technologies. Wireless coverage on campus is now nearly universal and students have access to both the wired and wireless network from their study bedrooms and in all teaching and public spaces across campus.

More recently, we have developed a research support team which offers advice and support to researchers across the University as well as small scale HPC, data storage and backup services. In addition, we are responsible for providing the technical infrastructure underpinning many of the Universities corporate information systems such as the VLE, web site, Student Record and Finance systems. We provide business analysis, project management and integration expertise to introduce new University wide systems and services that support teaching, research and administration.

We support over 6,000 centrally managed PCs, installed into classrooms for student use, and in offices for staff. More than 200 items of PC software are available, including standard office applications and specialist software to support teaching and research. We also have a managed Linux and Mac desktop service, provided a Windows based laptop loan service for students and support most other modern platforms. Since 2011 we have used the Google Apps for Education suite of software. This includes email, calendar and a whole raft of collaboration tools. Google Apps are now well embedded in the institution. Our centrally managed Print, Copy and Scan service (York Print Plus) is available across the University in all departments and student areas and supports printing from wireless devices, scan to email and traditional photocopying.

Computer Science

The Department of Computer Science has a very strong international research record. The Research Excellence Framework (REF) 2014 results ranked York's Computer
Science 7th overall in the UK, 5th for impact and 6th for environment. 90% of our REF submission was rated as "world leading" or "internationally excellent". This result confirms the longstanding global reach and real-world significance of our research and makes us one of the best departments in the country for nurturing excellent research and achieving economic, social and cultural impact from research. The Department has strong and longstanding links with industry and is highly regarded for its Continuing Professional Development (CPD) courses.


The Department is housed in purpose-built accommodation within the Heslington Campus East. The Department has 55 members of academic and teaching staff and 28 research associates and fellows employed on research grants and contracts. Seven specialist teaching staff deliver modules to industry as part of our highly regarded CPD programme in safety critical systems.

We have a vibrant graduate school of approximately 160 research students, and around 550 undergraduate and 220 full-time and part-time taught postgraduate students. The professional support team comprises 24 administrative staff and 12 technical and computing staff. [http://www.cs.york.ac.uk/]
THE UNIVERSITY

Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2017 it is the home of more than 17,000 students across more than 30 academic departments and research centres. Since opening over fifty years ago, we have become one of the world’s leading universities and a member of the prestigious Russell Group.

We are consistently recognised as one of the leading Higher Education Institutes and one of just six post-war universities which appear in the world top 100 (2013-14) and 15th in the Times & Sunday Times league table (2016). The University of York has won six Times Higher Education (THE) Awards and five Queen’s Anniversary Prizes.

The University is proud of its association with Athena SWAN, holding 12 awards in support of gender equality, representation and success for all, with gold awards for Chemistry and Biology and a University-wide bronze award.

Of 154 universities that took part in the Research Excellence Framework (REF) in 2014, The University of York ranked 14th overall and 10th for the impact of our research. The University is consistently in the top ten UK research universities and attracts over £60m a year of funding from research alone.

Our vision is to make the University of York a world leader in the creation of knowledge through fundamental and applied research, the sharing of knowledge by teaching students from varied backgrounds and the application of knowledge for the health, prosperity and well-being of people and society.
Attractive workplace

Centred around the picturesque village of Heslington on the edge of the city of York, our colleges are set in an attractive landscaped campus. York enjoys a safe, friendly atmosphere with facilities including bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal since 2000. We have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion. Our investment in new colleges, teaching and learning spaces, laboratories, research facilities and a new sports village mean there has never been a better time to join us.

During this period of change we've worked hard to retain our friendly, informal and collegiate atmosphere, which is important to our core values of inclusivity and interdisciplinarity.

We have a thriving international community and are committed to providing staff moving to York with as much support as possible through our Relocation Package and Welcome Officers.

The University aims to offer a nurturing and supportive environment as an employer. Flexible working hours, nursery facilities, childcare vouchers, cycle to work scheme, generous holidays and an attractive pension scheme all make the University of York one of the region’s leading employers.

For further information please visit our employee benefit pages
THE CITY AND THE REGION

The City of York
Internationally acclaimed for its rich heritage and historic architecture, York’s bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford’s Tower and the Shambles - just a few of the many attractions.

But York isn’t just a great place to visit - it’s also a great place to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.

Visit www.visityork.org for more information on the city of York

Shopping, culture and entertainment
York boasts specialist and unique boutiques but also all the high street stores on its busy shopping streets. Alongside them you will find cinemas, theatres, an opera house, art galleries, a vast range of restaurants, live music venues and clubs. York is particularly renowned for its multitude of pubs and bars, from the modern to the medieval.

Housing and schools
Whether you choose to live close to the city, in one of the surrounding villages or further afield, you will find a wide range of housing within comfortable distance of York and the University. For families, the area has a range of excellent schools both in the state and independent sector.

Great location
York is one of Britain’s best-connected cities. Halfway between London and Edinburgh on the East Coast mainline, on intercity trains you can reach London King’s Cross in less than two hours and Edinburgh in two and a half hours. York is also well served by road links, and it is easily accessible from the A1, M1 and the M62.

For those travelling from overseas, Manchester Airport is two hours away and Heathrow Airport just three and a half. Flights from nearby Leeds Bradford Airport provide easy access to mainland Europe. By Eurostar from London St Pancras, Paris is just over six hours away.

Yorkshire
The Lonely Planet guide recently declared Yorkshire the third best region in the world to visit. There is something to cater to every taste, whether it be the rugged landscapes of the Moors or the Dales, the picturesque seaside towns of Scarborough and Robin Hoods Bay, the gothic architecture of Whitby or the vibrancy of cosmopolitan Leeds.
Apply online

- Go to https://jobs.york.ac.uk
- Find this job using reference 6201
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 29 November 2017

What will I need?

We will ask you for details of:

- your employment history
- relevant qualifications
- two referees

You need to be ready to show us how you meet the requirements of the job, either in a written statement and / or by answering questions.

Help and assistance

Direct any informal queries to Richard Fuller, Faculty IT Manager, at richard.fuller@york.ac.uk

If you have any questions about your application, contact the HR Services team:

recruitment@york.ac.uk
+44 (0)1904 324835