IT Support Officer (Physics)
Directorate of Corporate and Information Services

Closing date: 15 August 2019
Interview date: 5 September 2019
Vacancy reference: 7888
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. 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.

The Department of Physics is internationally renowned for our research, and this is combined with a commitment to teaching and outstanding student satisfaction and we have been consistently recognised for our family-friendly policies and are proud of our Athena SWAN Silver Award and our IoP JUNO Champion award. As a Department we strive to provide a working environment which allows all staff and students to contribute fully, to flourish, and to excel. We aim to ensure that there is a supportive and egalitarian culture at all levels and across all staff groups. We promote good practice and a strong culture of equality in higher education. Further information can be found within this brief and on our website www.york.ac.uk/physics/.
Main purpose of the role
To provide day to day specialist IT support to the teaching and research functions within Physics.

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

User support
Provide front-line user support including:

• Providing first point of contact for specialist Physics IT support and distributing queries, as appropriate, to other members of the Physics technical team or 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

General

• Provide support for research and teaching functions including HPC support

• Provide Linux support for staff and students

• Assist with providing research data management support to the department

• Hands-on support for taught-course software-based practical sessions

• Provide additional cover for IT Services support as required during peak periods

Hardware
Manage the departmental PC provision including:

• Installation of operating systems (Windows, Linux and OSX) and standard software portfolio

• General setup, including configuration of networking, shared filestore, scientific equipment

• Provision of bespoke setups for laboratory PCs

• Issuing, reclaiming and rebuilding of PCs

• Maintenance of HPC cluster hardware

• Identification of staff PCs that require upgrading, liaising with users to keep disruption to a minimum

• Checking PCs to ensure software updates, patches and anti-virus updates have been received

• Liaising with colleagues in IT Services regarding PC provision

Software

• Maintenance of the departmental software portfolio including:

• Installation, upgrading and maintenance of application software, including building specialist software on Linux when required

• 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

• Liaison with colleagues in IT Services regarding software portfolio

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.
# PERSON SPECIFICATION

<table>
<thead>
<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>A degree in a science based discipline</td>
<td>Desirable</td>
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### Knowledge

- Knowledge of relevant issues in higher education and an understanding of the needs of those working and studying in a higher education environment  
  Essential
- Understanding of team dynamics and how this contributes to effective service delivery  
  Essential
- Familiarity with Linux/Unix and willingness to learn more  
  Essential
- A good working knowledge of Microsoft Windows and standard office applications, including Microsoft Office  
  Essential
- Knowledge of, and ability to program in, at least one common programming language (e.g. C/C++, Java, Python, Ruby) and the willingness to learn other languages as required.  
  Desirable
- Experience of installing, maintaining and fault finding in Unix/Linux systems  
  Desirable
- Knowledge of High Performance Computing and clusters  
  Desirable
- Knowledge of Mac OS X  
  Desirable
- Knowledge of research data management  
  Desirable
- Knowledge of Google Apps including Google AppScript  
  Desirable

### Skills, abilities and competencies

- Excellent communication skills, both written and verbal  
  Essential
- Ability to convey information to a range of users with varying levels of IT abilities  
  Essential
- Ability to work independently using own initiative and problem solving skills  
  Essential
- Excellent teamwork and interpersonal skills  
  Essential
- Competency in keeping up to date with developments in area of expertise  
  Essential
- Ability to work effectively under pressure and to cope with interruptions to the task in hand  
  Essential
- Ability to use negotiation skills and to facilitate open discussion with individuals and groups  
  Desirable
- Ability to demonstrate flexibility and innovation in adapting to changing needs  
  Desirable
# PERSON SPECIFICATION

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<thead>
<tr>
<th>Experience</th>
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<tr>
<td>Experience of liaising and collaborating with a range of stakeholders</td>
<td>Essential</td>
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<td>Experience of solving technical problems for others</td>
<td>Essential</td>
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<td>Experience of delivering front-line IT customer support</td>
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<td>Active member of a team that has delivered IT projects</td>
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<td>Experience of using performance measures</td>
<td>Desirable</td>
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<td>Experience of contributing towards service planning at an operational level</td>
<td>Desirable</td>
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<td>Experience of installing operating systems and applications and configuring networking on PCs and laptops</td>
<td>Desirable</td>
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<td>Involvement in delivering change</td>
<td>Desirable</td>
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<td>Experience of managing services, preferably in an information or IT environment</td>
<td>Desirable</td>
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<tr>
<th>Personal attributes</th>
<th>Essential</th>
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<tr>
<td>A confident and positive attitude to work</td>
<td>Essential</td>
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<td>Personal credibility and integrity</td>
<td>Essential</td>
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<td>Enthusiasm for innovation and development</td>
<td>Essential</td>
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<td>Open communication style</td>
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<td>Sensitive to the needs of users, colleagues and staff</td>
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<td>A collaborative team player who enjoys working with people, both in-person and on the telephone</td>
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<td>A commitment to delivering high quality customer-focused service</td>
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<td>A conscientious and methodical approach to work, but with the ability to be flexible and adaptable as necessary</td>
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<td>Commitment to continuous professional development and organisational values</td>
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THE DEPARTMENT

Directorate of Corporate & Information Services

The Directorate of Corporate and Information Services is led by the Deputy Registrar and is responsible for six key University services: Planning, Strategic Programmes and Change, Governance and Assurance, Legal Services, Health and Safety Services, and Information Services (which includes the Library, Archives and IT functions). The purpose of the Directorate is threefold; to enhance coordination between central professional services and academic departments with the aim of improving services to both staff and students, to ensure that the governance, assurance, risk and resilience management activities of the University are joined-up and to provide the capability to support the delivery of strategic initiatives and institutional change.

As a Directorate we strive to provide the best student and staff experience through a strong customer focus, agile and effective services and a commitment to continuous improvement. We work in collaboration with colleagues both within the Directorate and across the University to achieve these aims.

Information Services is one of the largest Professional Support Services at York, with a community of approx 275 staff, working across Library, Archives and IT Services.

The Department has a strong reputation within the University and externally. We are proud to hold the Customer Service Excellence accreditation; the first department at the University to be awarded this standard and one of the first converged services (eg Library and IT Services) in Higher Education to receive it. Customer Service Excellence requires us to look closely at our services, processes and culture, and to make improvements to them where necessary. It provides a quality framework we use to assess ourselves against and it is an important aspect of our staff culture.

Information Services was awarded the Vice-Chancellor & President’s Special Recognition Award in recognition that “within this Directorate there are a range of people who are regularly working above and beyond the call of duty, often in the background to make all our working lives run more smoothly”. Our staff are frequently recognised through nominations and awards in high profile areas such as The Times Higher Education awards; Women in IT Excellence awards and The Vice-Chancellor’s Teaching awards. Corporate & Information Services and the University are committed to promoting a diverse and inclusive community and equity of opportunity for all staff.

IT Services

Information Technology is fundamental to the teaching and research success of the University as well as its day to day operations. IT Services (ITS) provides technology services to the whole University: staff, students and visitors. We strive to develop new services to meet changing needs and to keep...
pace with technological advances.

ITS at York is structured into two key functions: Digital Services (which includes Enterprise Systems and Desktop and Printing Services) and Infrastructure Services and Faculty IT (including Technical Research). ITS has nearly 130 staff, who work across Campus West and Campus East.

We support over 7,000 centrally managed PCs, installed into classrooms for student use and in offices for staff. We support over 200 applications, including standard office and specialist software to support teaching and research. We also have a managed Linux and Mac desktop service, a Windows based laptop loan service for students and support most other modern platforms. Our centrally managed Print, Copy and Scan service (York Print Plus) is available across the University in all departments and student areas.

For researchers we offer a large super-computer with 7,500 cores and 2.5Pb of storage along with an ISO27001 certified environment for working on sensitive datasets. We combine this with support that covers everything from optimising code to advice on data handling, security or any other IT aspects of a research project.

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. IT Services take a lead across project management, business analysis and solution/software design supporting change across teaching, research and administrative services.

Our development teams are moving our services to the cloud, we are increasingly integrating with SaaS applications and use Agile methods when working closely with our customers. Our team is expanding as the University invests in a new Digital Strategy that aims to modernise digital services across the entire organisation.

The Department of Physics

The Department of Physics at York has 56 academic staff members (52.2 FTE), more than 40 postdoctoral Research Fellows and visitors, and 40 support staff. The student population comprises around 475 undergraduates and 110 postgraduates (mostly PhD). The department has expanded considerably in the last five years, with both staff and student numbers increasing significantly, accompanied by an on-going rise in research funding.

The Department has a lively and expanding research programme in several areas of physics, organised within three large research areas: Condensed Matter Physics, Nuclear Physics and Plasma Physics and Fusion. The Department leads several inter-departmental ventures, including the Biological Physical Sciences Institute (BPSI), the York Quantum Technologies Centre (YQTC) and the recently established
THE DEPARTMENT

EPSRC Quantum Communications Hub. There has been significant major investment in laboratories and facilities including the York-JEOL Nanocentre and the York Plasma Institute. There are excellent mechanical, computing and electronic workshop facilities, which support our research and teaching activities.

The Department offers both three year BSc and four year MPhys degree programmes in Physics, Theoretical Physics and Physics with Astrophysics; and joint degree programmes in Maths and Physics and Physics with Philosophy as well as being a partner in the cross-faculty Natural Sciences degree programme. For postgraduates it offers a taught MSc in Fusion Energy, an MSc by Research and PhD degrees, including leading the EPSRC Centre for Doctoral Training in the Science and Technology of Fusion Energy.

The Department of Physics fully endorses and adheres to the University's policies on equality of opportunity, and in particular:

• has demonstrated commitment to the University's policy on job sharing;
• has been awarded both Athena Swan Silver and Champion status within the Institute of Physics’ Juno programme, the intention of which is to recognise and reward departments that can demonstrate they have taken action to address the under-representation of women in university physics and to encourage better practice for both women and men.

Further information about the department is available at: [http://www.york.ac.uk/physics](http://www.york.ac.uk/physics)
Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2019 it is the home of more than 18,000 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 to have appeared in the world top 100. We were rated 22nd in the 2019 Times & Sunday Times league table. 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 multiple 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 is committed to promoting a diverse and inclusive community - a place where we can all be ourselves and succeed on merit. We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff engagement forums, campus facilities and services to support staff from different backgrounds.

For further information please visit our employee benefit pages.

THE UNIVERSITY
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 Hood’s 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 7888
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 15 August 2019.

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

For an informal discussion about the role, please contact Richard Fuller, Head of Faculty IT and Information Security Team Leader, 01904 325678, richard.fuller@york.ac.uk or Killian Murrphy, Acting HPC Team Leader, killian.murphy@york.ac.uk, 01904 323325

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

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