

Post Details		Last Updated:	
<b>Faculty/Administrative/Service Department</b>	Faculty of Engineering & Physical Sciences (FEPS) Computer Science (CS)		
<b>Job Title</b>	Technical Support Analyst in Computer Science		
<b>Job Family</b>	Technical and Experimental	<b>Job Level</b>	4
<b>Responsible to</b>	Head of Computer Science/Head of Teaching and Academic Services		
<b>Responsible for (Staff)</b>	n/a		
<b><u>Job Purpose Statement</u></b>			
<p>The analyst role for Computer Science is to support the department in its teaching through the provision of IT support and training. It will also support innovation in new technologies for Computer Science teaching and research.</p>			
<b><u>Key Responsibilities</u></b>			
<p>The key responsibilities for supporting Computer Science is as follows:</p> <ol style="list-style-type: none"> <li>1. Contribute to the provision, management and maintenance of IT equipment and software builds, configurations and desktop images for teaching so that they achieve optimum performance and remain fit for purpose in the Computer Science facilities. The analyst would need to build up a working knowledge of the University IT infrastructure and processes. The analyst will work alongside the central IT team to support the provisioning of software builds for the teaching and research of Computer Science.</li> <li>2. Providing training and producing documentation as guidance for staff and students for teaching in computer science. For example, this may include virtual and physical environments. This may involve interaction with colleagues in TEL and the wider university.</li> <li>3. Develop, document and maintain knowledge base articles and help tips, tricks and training materials to assist and educate users, both with existing IT services and newly implemented solutions, to enable consistent, reliable and articulate answers to be given to a wide range of questions or problems related to technology requirements of Computer Science teaching.</li> <li>4. Contributing to the automation of business processes within the Department, e.g. using scripts to interface with internal systems and to support large scale assessments.</li> <li>5. The post holder will also take an active role in developing proofs of concept for Computer Science and as necessary in collaboration with central IT to identify new technologies and their smooth implementation for teaching and research. For example, proofs of concept of new distributed system infrastructure to support teaching and evaluations of new technologies that could support research bids.</li> <li>6. The post holder may be asked to provide cover for other centrally or Faculty based IT Support Analysts where circumstances required.</li> </ol> <p><b>N.B. The above list is not exhaustive.</b></p>			

**All staff are expected to:**

- Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.
- Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
- Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.
- Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.
- Undertake such other duties within the scope of the post as may be requested by your Manager.
- Work supportively with colleagues, operating in a collegiate manner at all times.

**Help maintain a safe working environment by:**

- Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
- Following local codes of safe working practices and the University of Surrey Health and Safety Policy.

**Elements of the Role****Planning and Organising**

- The post holder will be primarily IT technical.
- The post holder will be required to demonstrate good team player skills within a very complex technical environment.
- The post holder is responsible for managing and tracking a case load of IT support issues related to CS teaching and research requirements.
- The post holder should organise their own time and prioritise their workload, setting their own targets within the objectives set by their line manager. They will be expected to work to tight deadlines for project deliveries for the start of a semester.
- The post holder will be expected to have an understanding and awareness of important priorities for the Computer Science Department, and what key operations need to be maintained.
- They need to develop different options available to resolve issues, making logical and practical decisions, and referring appropriately to their line manager.
- The post holder will need to demonstrate a considerable level of flexibility in order to respond to urgent, unexpected issues or queries passed to them, and reprioritise both support and project work accordingly, while maintaining contact with users, management and colleagues as appropriate.

**Problem Solving and Decision Making**

- The post holder is required to be a confident communicator as they will need to gain the necessary information from members and researchers of the Computer Science department.
- The post-holder must be capable of making well-judged decisions on how best to allocate their available time to individual projects to best fit with changing strategic priorities.
- Within the scope of the role the post holder will independently face technical problems or issues in relation to the diagnosis of hardware and software faults, the restoration, reconfiguration and upgrading of hardware/software, the configuring and testing of new hardware prior to installation and the independent testing of software prior to its release in a live environment. Resolution for these issues will usually be found through referring to their previous experience of similar problems and/or through making reference to departmental policies and procedures or through conducting internal and external research.
- The post holder will be expected to use initiative, judgment and their own experience and expertise to address and resolve complicated problems and issues or when responding to new and unfamiliar tasks, proactively involving other IT colleagues where necessary to identify the root cause of the problem and to deliver a satisfactory outcome. The post holder is expected to refer complex issues or those outside of the remit of their role to their line manager for guidance and play an integral part in defining the required solution.
- The role involves providing technical support, often in person, to any and all members of the Computer Science community at any level of seniority; academic staff, students and post-graduate researchers. The role is based in the Computer Science department.

**Continuous Improvement.**

- The post holder will carry out IT systems administration work associated with the relevant hardware and systems, maintain quality of outputs to provide the basis for the Computer Science department to expand its activity in teaching and technology relationships with industry partners and other research institutions.
- The post holder will be expected to suggest improvements to working processes/system updates and to implement any actions.
- The post holder will be expected to keep their own professional knowledge of IT systems, equipment, services and solutions current, building and using internal and external networks of contacts, and exploring independent sources of research.
- The post holder will recommend formally or informally to management, improvements in working methods, processes or services and implement them as appropriate under the guidance of their line manager.

**Accountability**

- The post holder will undertake systems administration and maintenance to deliver first class support for the Computer Science department. The post holder will be expected to do this with minimal regular supervision. Typically the post holder will be expected to give formal monthly update summaries to the Service Support Team Leader for the Faculty of Engineering and Physical Sciences.
- The post holder is expected to ensure the wellbeing of themselves and the others with regard to their working environment and equipment.

**Dimensions of the role**

- This post has no staff responsibility.
- This post has no budgetary responsibility.

**Supplementary Information**

**Person Specification** This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.

**Qualifications and Professional Memberships**

Degree level qualification in Computer Science or related discipline or substantial vocational experience within the field

OR

Significant vocational and relevant experience, demonstrating ability in an appropriate professional or specialist area, and success in similar or related roles, supported by evidence of significant strategic and operational knowledge.

E

**Technical Competencies (Experience and Knowledge)** This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance).

**Essential/  
Desirable**

**Level  
1-3**

Linux Expertise

E

3

Windows Expertise

D

n/a

Systems Administration

E

2

Awareness of frameworks of IT governance

D

n/a

Programming Experience (e.g. scripting, python, web technologies)

E

3

Experience of Computer Networking and Virtualisation (e.g Open Nebula and Cloud Solutions)	E	2
Experience of trends in Computer Science (IoT, embedded devices, mobile)	D	n/a
<b>Special Requirements:</b>		<b>Essential/ Desirable</b>
<b>Core Competencies</b> This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). n/a (not applicable) should be placed, where the competency is not a requirement of the grade.		<b>Level 1-3</b>
Communication		3
Adaptability / Flexibility		3
Customer/Client service and support		3
Planning and Organising		3
Continuous Improvement		2
Problem Solving and Decision Making Skills		2
Managing and Developing Performance		1
Creative and Analytical Thinking		2
Influencing, Persuasion and Negotiation Skills		1
Strategic Thinking & Leadership		1
<p>This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary. Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.</p>		
<b>Organisational/Departmental Information &amp; Key Relationships</b>		
<p><b><u>Background Information</u></b>  <b>Faculty:</b> The University of Surrey is organised into three Faculties. The Faculty of Engineering and Physical Sciences (FEPS) comprises the Departments of Chemical and Process Engineering, Civil and Environmental Engineering, Computer Science, Electrical and Electronic Engineering, Mathematics, Mechanical Engineering Sciences and Physics alongside the Centre for Environmental Strategy. All departments have a strong reputation for excellence in research and teaching, allied to a strong enterprise culture and a strong record of graduate employment.</p>		

**Department of Computer Science:** The Department has about 550 students who are studying on a range of programmes from BSc and MSc with a new Data Science MSc starting in October 2019. We offer two main routes of accreditation for our programmes: BCS and GCHQ. The Department also has two main strands of research: machine learning and security. The Department's security group is part of the Surrey Centre for Cyber Security, which is one of the 19 Academic Centres of Excellence in Security research recognised by NCSC. In September 2019 we have a new 200 seater laboratory for our students. The Department has significant student growth and this role is part of its continued expansion plan. This role is expected to contribute to the IT innovation and support for the Department of Computer Science.

The line management will be shared between the Head of Computer Science and Head of Teaching and Academic services. Yearly targets for performances would be jointly set by both heads but local management would be done by the Head of Teaching and Academic services but with regular reporting to the Head of Computer Science.

