



Job Description

General Details

Job title:	IT Officer – Networks & Communications (IS12/05)
Faculty/School/Service:	Information Services
Normal Workbase:	Stafford Campus
Tenure:	Permanent
Hours/FTE:	Full Time, working 37 hours per week
Grade/Salary:	Grade 5 currently £22,020 – £25,504 per annum
Date Prepared:	March 2013

Job Purpose

To support functions within Information Services with specific responsibilities for the development and support of the networks and communications infrastructure.

Relationships

Reporting to:	Networks and Communications Manager
Responsible for:	None Applicable

Main Activities

- I. To participate as a team member in the full scope of the role assigned to the Networks and Communications Group, including
 - networks and communications architecture design, procurement, installation, maintenance and technical support
 - networks and communications software procurement, installation, maintenance and support
 - physical network design, development, maintenance and support (inc. wireless, UTP/fibre cabling and inter-campus links)
 - logical network design, development, maintenance and support (inc. IP/VLAN structure)
 - networks and communications security (inc. related policies, coordination of investigations and reporting)
 - IP/Telephony system design, development, maintenance and support (inc. contact centre and call logger)
 - network device backup and recovery: policies, procedures and operation
 - development, management and support of University wiring centres
 - development, testing and implementation (as required) of networks and communication systems disaster recovery plans
 - support of SURFnet (on behalf of Net North West)
 - advice and support of customers (in relation to the above)
 - documentation and staff development

- II. To provide technical advice and assistance to authorised users of Information Services
- III. To assist with the investigation, analysis, design, implementation and maintenance of hardware and software systems
- IV. To write and implement software
- V. To implement and maintain hardware, software and networking systems
- VI. To assist in the preparation and testing of contingency and disaster recovery plans
- VII. To assist in the evaluation and acquisition of new equipment and systems
- VIII. To write and maintain documentation of hardware and software, and documentation for the guidance of users
- IX. To participate in the provision of staff development activities, the training of other staff and basic IT skills training for students
- X. To ensure that, within your control, the necessary security and confidentiality of all data and software are maintained
- XI. To ensure that, within your control, agreed standards and procedures for systems, programming, documentation and operation of equipment are followed
- XII. To ensure that, within your control, agreed fire, health and safety standards and procedures are followed and participate in such procedures
- XIII. To make initial diagnosis of any malfunctioning of equipment or software, and report to your senior, or liaise with other staff and external service organisations as required
- XIV. To monitor the use of computer-related equipment and software by users, and assist with measures to counter irresponsible use
- XV. To undertake continuous personal development particularly to maintain current awareness of relevant technologies and issues for the role
- XVI. To carry out the functions of other staff within Information Services, as required, in the event of staff absences from time to time
- XVII. To participate in a range of IS services and activities to support the business, teaching, learning and research activities of the University
- XVIII. To collaborate with other IS staff and teams to ensure shared objectives are achieved, and to foster and promote close working relationships
- XIX. To participate in the progression and satisfactory resolution of user requests for assistance via the Service Desk management system
- XX. To assist in the operation of the service including such matters as routine enquiries and using appropriate methods of referral
- XXI. To undertake any other reasonable duties as may be required by the Director of Information Services or the Associate Director, Information Technology

Special Conditions

The appointment will be based in Stafford but as Information Services provides a service to all campuses of the University and some external sites, the postholder may be required to work at another location as the need arises.

The postholder may be required to undertake planned IT out-of-hours support activities, up to 4 hours / month on Saturday or Sunday, and up to 4 hours / month during the evening (Monday to Friday). The postholder will be

entitled to time-off-in-lieu, to be recorded on a flexi-sheet and agreed in advance with their manager. A minimum of 4 weeks advance notification will usually be provided, although there may be some exceptions due to 'emergency' requirements.

If, in exceptional circumstances, additional hours of evening/weekend work are required in any month, time-off-in-lieu or overtime would apply in accordance with the University Remuneration Policy.

The postholder will be required to participate in a rota to provide IT on-call cover to maintain business critical systems. The times covered by the support rota will be:

Monday – Friday	5.00pm - 10.00pm
Saturday/Sunday/ Bank Holidays*	9.00am - 5.00pm

*Excluding Easter Sunday, Christmas Day, Boxing Day and New Year's Day

A payment for each evening, weekend and bank holiday 'sessions' will be made.

In addition to the above, the postholder will be compensated for any time spent handling unplanned activities by either time-off-in-lieu or overtime at the appropriate rate for their grade. Expenses claims for journeys into work to investigate unplanned out-of-hours problems will be paid in accordance the University Expenses Policy. However, in the event that there is a change in University policy, these payments cannot be guaranteed in the future.

Note:

The details contained in this job description reflect the content of this job at the date of being prepared and have contractual effect. It is, however, possible that over time the nature of the job will change. Consequently, IS will expect to revise the job description from time to time and will consult with the post. For the avoidance of doubt, the postholder does not have a contractual entitlement to undertake out-of-hours support activities and their requirement to undertake such duties is and will at times be dependent on the needs of the University.

Variation to Job Description

Staffordshire University reserves the right to vary the duties and responsibilities of its employees within the general conditions of the Scheme of pay and conditions and employment related matters. Thus it must be appreciated that the duties and responsibilities outlined above may be altered as the changing needs of the service may require.

Conditions of Service

The post is subject to such terms and conditions of employment as negotiated between the Board of Governors of the University and the recognised trade unions, and/or the employees of the University. In negotiating such terms and conditions the Board of Governors will consider any appropriate advice received from the Universities and Colleges Employers Association (UCEA).

Informal Discussion

Should you wish to discuss this vacancy informally before making an application please contact:

Emily Hampson; Networks and Communications Support Manager, (Email) e.g.hampson@staffs.ac.uk

Application Procedure

We encourage you to apply on-line at our website <http://jobs.staffs.ac.uk> as the system is user friendly and simple to complete.

Please note that the University will not consider a Curriculum Vitae attached in support of your application and will not use this document in the shortlisting process. Consequently, we would ask all applicants to ensure that they have provided comprehensive information under each criteria in the Supporting Statements section of the application form and, if necessary, add any relevant additional information in the Additional Information Section.

The closing date is midnight on Sunday 12 May 2013