

Systems Support and Development Officer

Department:	Department of Computing
Grade/ Salary:	Grade 6, £37,655 - £40,788 (pro-rata)
Contract Type:	Permanent
Hours:	Full Time
Location:	New Cross, London

Goldsmiths

Goldsmiths, University of London is a world-leading centre of educational excellence where ground-breaking research meets innovative teaching and thinking. We're looking for inspiring and talented people to help build on our global reputation while also growing personally in a true learning organisation.

We are happy to supply information in alternative formats for disabled applicants.

Please contact hr-recruitment@gold.ac.uk to make your request.

Department of Computing

The Computing Department is central to Goldsmiths' interdisciplinarity, frequently leading on initiatives and enjoying joint research and teaching with other departments across the university.

Our growth is built on a view of computer programming as a creative discipline that draws support from, and strengthens, a range of intellectual disciplines. This ethos deeply affects everything we do: from research to public engagement, to work with industry, and to our teaching. We believe that this makes us a unique place to study computing and an exceptional computer science environment in which to work.

<http://www.gold.ac.uk/computing>



Passionate about advancing equality
and celebrating diversity.
Together, we are different



Together
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Job description

Reporting to: Technical Team Manager

Summary:

This post is for a Systems Support & Development Officer within an existing technical support team and, with that team, would ensure the smooth-running of teaching, technical support, and IT equipment management within the department. Responsibilities are primarily to manage the department's fleet of lab and staff devices, including annual hardware upgrades, software installation, licence management, and working with Microsoft Intune MDM. Duties will also include supporting other departmental computer systems, servers, and general IT requirements. The post holder would work closely with other members of the technical team, academic staff, and students.

This is a customer-facing service role, and it is essential to have good interpersonal skills, patience and tact when communicating with students and staff in the department and the Goldsmiths IT&IS Department. Ideally, you will have a general demonstrable IT skillset combined with knowledge of Apple computer systems.

Main duties:

- Maintaining our computing labs, dedicated to the needs of students.
- Maintaining staff devices.
- Installing and configuring hardware, software, and operating systems.
- Maintaining an MDM instance for departmental computer management.
- Software packaging and deployment for departmental computers.
- Maintaining a records system of departmental computing equipment
- Managing annual computer hardware and software licence renewals.
- Development of departmental computer management systems.
- Maintaining departmental servers for computer and software management.
- Responding effectively and efficiently to user support requests.
- Resolving and/or assisting with a variety of issues encountered by distinct kinds of IT users with varying levels of ability using a wide range of software and hardware, with the aim of ensuring the effective delivery and support of IT services within the department.
- Coordinating with central IT and other departmental staff as necessary.
- Working effectively as part of a small departmental technical support team.
- You will be required to undertake any other duties as may reasonably be required.

- Ensure that you are aware of and aligned with Goldsmiths' Regulations, Strategy, and Objectives to work together to proactively advance Equality and Diversity
- At all times to help maintain a safe working environment by participating in training as necessary and following the Goldsmiths' Health and Safety Codes of Practice and Policy

Person Specification

Detailed below are the types of qualifications, experience, skills, and knowledge which are required of the post holder. Selection will be made upon evidence of best-fit with this criteria.

The Essential criteria sections show the minimum essential requirements for the post, therefore if you cannot demonstrate in your application you meet the essential criteria categorised below, you will not be invited to interview.

The Desirable criteria sections show additional attributes which would enable the applicant to perform the role more effectively with little or no training.

The Category column indicates the method of assessment:

A = Application form **C = Certificate**
I = Interview **R = Reference**
T = Test **P = Presentation**

	Category
Essential Criteria 1 - Qualifications	
Undergraduate Engineering / Science degree, or relevant professional experience	A, C, I
Desirable Criteria 1 - Qualifications	
Postgraduate Engineering / Science degree	A, C, I
Essential Criteria 2 - Experience	
Configuring and managing macOS devices	A, I, T

Software licencing & installation	A, I, T
Scripting (e.g. Shell, XML, python)	A, I
Managing computers at scale	A, I, T
Customer facing technical support	A, I
Desirable Criteria 2 - Experience	
Software packaging & deployment	A, I
Mobile Device Management (MDM) / Apple School Manager (ASM)	A, I
Technical installation	A, I
Working within the software or culture industries	A, I
Working within Higher Education	A, I
Essential Criteria 3 – Knowledge	
macOS literate	A, I, T
Terminal / Command line	A, I, T
Awareness of GDPR and computer security	A, I
Networking fundamentals	A, I
Desirable Criteria 3 - Knowledge	
Microsoft Office 365, Teams	A, I
Good knowledge of Windows and Linux	A, I
Specialist area - Virtual Reality, User Experience, or A/V knowledge	A, I
Teaching / Learning platforms and software	I
Essential Criteria 4 - Skills	
Technical problem solving, troubleshooting, diagnostics	A, I
Effective communication and interpersonal skills	A, I, R
Technical installation	A, I
Planning and organisation	A, I, R
Database management and record keeping	A, I
Attention to detail	A, I
Desirable Criteria 4 - Skills	
Multidisciplinary – able to work in other related technical areas	A, I

Please also note that where qualifications are required, employment is conditional on the verification of them. Qualifications (must be original documents) will be checked before the first day of appointment.

For more information about the role, please contact Thomas Webster

Tel : 0207-919-7171, e-mail : t.webster@gold.ac.uk

September, 2023

Summary of Benefits

If you choose to work with us, you'll become part of a learning organisation that is committed to professional and personal development, with comprehensive and innovative staff development and wellbeing programmes.

You'll also have access to frequent lunchtime and evening talks, seminars and performances, and annual performance and development reviews.

Our other benefits include:

- Competitive salary
- Working in Zone 2, with fantastic transport links and interest free travel to work loans
- Excellent annual leave entitlement plus additional closure days at Christmas and Easter
- Membership of USS or LPFA pension scheme, dependent upon grade
- Maternity, paternity, shared parental leave and adoption leave and pay
- Contractual sick pay provision
- Access to an Employee Assistance Programme, offering 24/7/365 confidential and free advice, support and information service on a range of personal, family or work-related matters.
- Free eye tests
- Cycle to work scheme
- Wellbeing initiatives including the Chaplaincy and Staff Choir
- On-site [dining facilities](#)
- Access to University of London facilities such as [Senate House Library](#)

Further information

For more information about Goldsmiths, please visit: www.gold.ac.uk/about

Thank you for your interest in working with us, we wish you all the best with your application.