COMPUTER SERVICES ANALYST
SCHOOL OF BUSINESS, ECONOMICS AND INFORMATICS
LONDON’S EVENING UNIVERSITY
Many thanks for your interest in the role of Computer Services Analyst. This opportunity comes at an exciting point in Birkbeck’s history, as we approach our 200th anniversary in 2023.

We have always occupied a unique niche in the UK Higher Education landscape. Founded to make university education accessible to all working Londoners, Birkbeck has been constantly reinvented and renewed in the face of demographic and policy change. As we approach 2023, we will not only be celebrating this history, but also seeking to put the institution on a new footing through a major programme of capital investment to support an ambitious estates strategy.

Part of the University of London federation, we are proud of our credentials as a research intensive institution which hosted luminaries such as Rosalind Franklin and Eric Hobsbawm. Located at the heart of Bloomsbury, our academic community has always been committed to impact, not only seeking to understand but also to change the world it inhabits. Investment in our research infrastructure, enabling us to build on our existing strengths and develop new areas of excellence, is a further key objective as we approach 2023.

Our unique teaching model, centred on face-to-face evening teaching, with students able to study at a pace of their choice, has enabled us to grow in spite of a succession of external challenges, most notably the national decline in part-time and mature student numbers following changes in funding and student finance since 2008.

A series of innovations, most notably our three-year UCAS entry routes through our evening undergraduate degrees, and our comprehensive range of access routes, have enabled us to reach out to a broader spectrum of students than ever before, whilst we remain one of the major providers of academic and professional postgraduate qualifications in London and in the UK. A further focus of attention is the student experience, where we aim to improve our excellent performances in the National Student Survey (where we have regularly been the highest ranked multi-Faculty institution in London), and in graduate employability.

These ambitious goals come at a time of unprecedented change in the wider HE policy environment. Following a major restructuring in 2009–2010, the College has undergone a period of rapid growth and robust financial performance. Our proven ability to manage our way through external challenges and internal changes, allied to our strong current position, mean that our strategic discussions about the future are focussed on the development of new subject areas and new modes of delivery.

Birkbeck has always had a national role as an advocate of widening access, lifelong learning and part-time and mature students; we will continue to argue this case, ensuring that new initiatives such as the Teaching Excellence Framework reflect the complexity and multivalency of a diverse and inclusive student community. Recently announced policy developments around degree apprenticeships and around postgraduate and part-time student finance give us the opportunity to further refresh and renew our offer.

All of the Birkbeck community have a role to play both in contributing to the development of these strategic ambitions, and in delivering them.

Professor David Latchman, Master of Birkbeck
ABOUT
BIRKBECK
In 1823 George Birkbeck founded the London Mechanics’ Institute, an avowedly radical institution with a vision for opening up university education to working Londoners. By 1920 Birkbeck was incorporated into the University of London and today, almost 200 years later, George’s mission, ‘to ensure the universal dissemination of the blessings of knowledge’, remains undimmed.

Birkbeck, University of London, is a world-class research and teaching institution, a vibrant centre of academic engagement and excellence and London’s only specialist provider of evening higher education. Where once we were known solely for our part-time courses and mature students, today we have a wider mix. Of our current cohort of new undergraduates, over half are of BAME background, and over a third qualify for the College’s generous package of financial support for students from lower income backgrounds; students range from school leavers to retired learners, but the largest group consists of working Londoners in their 20s and 30s. Undergraduate students study in the evening for a degree at a pace that suits them, across three, four or six years, with major recent growth coming via the three-year UCAS entry route, which has grown from zero to over 3000 students in the past six years. We are also a major provider of academic and professional postgraduate education, with the 6th largest cohort of home and EU postgraduate students in the UK. Our Master’s courses are taught predominantly in the evenings, with one, two and in some areas three-year pathways, and flexible payment options. We have 13,000 students studying for over 40 Certificates of Higher Education, six Foundation Degrees nearly 80 BA/BSc/LLB degrees and over 150 Master’s degrees in Arts; Business, Economics and Informatics; Law; Science; Social Sciences, History and Philosophy.

But while Birkbeck has its roots firmly in London, we are recognised on a global stage. The Times Higher Education (THE) World University rankings 2018 placed Birkbeck among the world’s top 350 universities overall, and ranked us the 84th most international university, taking into account both the international students and international academic collaborations. Philosophy and English at Birkbeck are ranked in the world's top 100 according to the QS University World Rankings for 2018, whilst History, Psychology and Law at Birkbeck are all ranked in the world's top 150.

Birkbeck’s reputation as a world-class research intensive institution was cemented by the Research Assessment Framework in 2014. Birkbeck was 30th in the UK for research, with 73% of our research rated ‘world leading’ or ‘internationally excellent’. We are home to 44 research and specialist institutes and among the awards our research has won in recent years is the Queen’s Anniversary Prize for excellence in higher education at the Centre for Brain Function and Development.

This unique combination of ground-breaking research and innovative teaching provides an inspirational learning experience for our students; we have consistently ranked in the top 5 in London for teaching and student satisfaction in the National Student Survey.

Birkbeck’s main Bloomsbury campus is in the heart of academic London, home to a number of other universities and colleges of the University of London, including University College London and the School of Oriental and African Studies. We are situated among beautiful, leafy squares in one of the world’s greatest concentrations of libraries, including the British Library and Senate House Library. Across the city in east London, we offer courses at University Square in Stratford. Both our campuses are well-served by public transport.
ABOUT THE DEPARTMENT OF COMPUTER SCIENCE AND INFORMATION SYSTEMS

The Department of Computer Science and Information Systems (CSIS) is one of four departments in the School of Business, Economics and Informatics. It is a world-class centre of expertise in algorithms, data analytics, data management, experimental data science, knowledge representation, and programme verification. We engage in a broad spectrum of both fundamental and applied research, host two research centres, the Birkbeck Institute of Data Analytics (www.bida.bbk.ac.uk) and the Birkbeck Knowledge Lab (www.klab.bbk.ac.uk/research), and are a key partner in the recently founded national Institute of Coding (www.dcs.bbk.ac.uk/about/institute-of-coding).

The computing facilities including desktops, labs, storage, exchange, databases, email, web, HPC, GPU cluster and other research servers are managed by the departmental Systems Group. Systems Group also run the computing and network infrastructure.
JOB DESCRIPTION

Job title: Computer Services Analyst

School or Department: School of Business, Economics and Informatics / Department of Computer Science & Information Systems

Reports to: Computer Systems Manager

Responsible for: NA

PURPOSE OF THE JOB

To provide comprehensive personal computer hardware and software support in the Department of Computer Science and Information Systems by installing, enhancing and maintaining stable, secure and reliable personal computers using a variety of software applications and programming environments for computer science students and academic, research and administrative staff.

MAIN DUTIES

• Systems management (install, configure, monitor and maintain) of personal computer operating systems (including Windows and Linux) to support the department’s teaching, research and administrative functions.
• Install, configure, monitor and maintain PC software (including office software plus computer science related software such as programming languages and environments).
• Maintain the personal computers in the postgraduate/undergraduate teaching labs.
• Create, adapt and deploy software tools and utility programs to allow personal computers in the department to be monitored and managed efficiently and remotely.
• Respond to PC anti-virus alerts and take appropriate action promptly.
• Administer the system for distributing software to students and staff in line with software license agreements.
• Manage the support help desk by being the first responder to calls and subsequently solving problems or referring to colleagues.

The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake other duties within the scope and grading of this post.

WORKING RELATIONSHIPS & CONTACTS

• Daily contact with users including the department’s staff and students on computer science related issues.
• Liaise with academic staff regarding the provision of software with specialised configuration for computer science teaching.
• Liaise with research staff regarding the provision of specialised software for use in computer science research projects.
• Daily contact with administration staff - advice on usage of personal computers in relation to student administration.
• Daily collaboration with other members of the Computer Science Systems Group to ensure effective maintenance and development of all systems.
• Negotiate with external hardware and software suppliers for the acquisition of computing products ensuring equitable pricing is agreed.
• Frequent contact with departmental staff to determine and provide their non-standard computing requirements.

DIMENSIONS

Installation, configuration, fault-finding, support and maintenance of all personal computer hardware and software in the department:

• 145 PCs in teaching labs and lecture rooms
• 125 PCs used by academic, research and support staff
• 35 laptop computers used by staff
By its nature the Computer Science discipline requires the provision and support of a wide range of hardware platforms (including Intel, AMD, Mac) and a variety of operating systems (including Windows, Linux, OS/X). The software used includes specialised, complex and novel software for computer science teaching and research as well as the standard office applications.

Most of the software is not designed to be run in a teaching/research environment and therefore requires highly specialised installation, configuration and upkeep.

Provide Computer Science related computer liaison and support for:

- 83 Academic, teaching, research and support staff in the department
- 39 PhD students
- 679 Masters Students across 9 programmes
- 612 Undergraduate/Foundation degree students across 6 programmes
- 38 Diploma/Certificate students

GENERAL RESPONSIBILITIES
(These are universal to all Birkbeck roles)

- To adhere to the College’s Equal Opportunities policy in all activities, and to actively promote equality of opportunity wherever possible.
- To be responsible for your own health and safety and that of your colleagues, in accordance with the Health and Safety at Work Act (1974) and relevant EC directives.
- To work in accordance with Birkbeck’s data protection policies, and relevant current data protection legislation.
- To undertake such other duties as may be reasonably expected.
# PERSON SPECIFICATION

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<tr>
<th>ATTRIBUTES</th>
<th>ESSENTIAL CRITERIA</th>
<th>DESIRABLE CRITERIA</th>
<th>METHOD OF ASSESSMENT</th>
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<tbody>
<tr>
<td>Knowledge</td>
<td>In depth knowledge of personal computer technology down to component level</td>
<td>Knowledge of computer science theory and principles.</td>
<td>Application</td>
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<td>Technical and/or work based skills</td>
<td>Specialised knowledge, gained through experience and through study, of personal computer operating systems and software.</td>
<td>Ability to write programs in Python and Java</td>
<td>Presentation</td>
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<td>Knowledge of internet protocols and services and their application in computer communications</td>
<td>Experience of virtual LAN and wireless LAN protocols</td>
<td>Interview</td>
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<td>Ability to write system programs in script and high level languages including batch command language, Perl and Visual Basic.</td>
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<td>Test</td>
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<td>Proficiency in network switch command language</td>
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<td>Ability to find and interpret partially complete technical information and produce a working solution</td>
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<td>General skills and attributes</td>
<td>Ability to manage a varied and complex workload</td>
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<td>Ability to analyse and solve novel problems under pressure and devise imaginative solutions and workarounds.</td>
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<td>Excellent written communication and interpersonal skills.</td>
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<td>Ability to perform duties independently, using task and time management.</td>
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Consult with colleagues when necessary.

Ability to assimilate the requirements of a wide variety of users from professor to undergraduate and to translate these requirements into practicable IT solutions with the resources available.

Responsible and trustworthy.

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<tr>
<th>Experience</th>
<th>3 years’ experience in computing related employment.</th>
<th>Experience in computing related employment.</th>
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<td>Experience of computing related employment in an academic environment, preferably within a scientific research environment.</td>
<td>Application Presentation Interview Test</td>
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<tr>
<th>Qualifications</th>
<th>Science degree level or equivalent experience.</th>
<th>Certified qualification in personal computer engineering.</th>
<th>Application</th>
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**FURTHER INFORMATION**

**Salary:**
£38,594 rising to £44,113 per annum (Grade 7)

The salary quoted is on the College's London Pay Scale which includes a consolidated Weighting / Allowance which applies only to staff whose normal contractual place of work is in the Greater London area.

**Hours:**
35 hours per week (1.0 FTE)

**Working pattern:**
Monday – Friday 09:00 – 17:00

**Probation period:**
6 months

**Duration of post:**
Open-ended

**BENEFITS**

Birkbeck has a number of benefits which includes, but is not limited to:

- 25 days annual leave per annum, plus an additional six days when the College is closed during the spring and winter breaks. This is in addition to the eight bank holidays.
- Defined benefit pension scheme
- Flexible working
- Season ticket loan
- Study assistance scheme

The above list is not exhaustive, please visit the benefit section [here](#) for more information and a list of other benefits.

**HOW TO APPLY**

**Closing date for applications:**
Midnight on 20 January 2020

**Interview date:**
30 January 2020

**Start date:**
Date to be confirmed following interview

To apply for this position please go to our online [recruitment portal](#) and search for reference 578.

Please ensure your application includes full details of your employment history, education and qualifications, and recent development. For some roles, this will be collected in the application form, for others you will be asked to include this in a professional CV which can be uploaded.

All applicants are asked to provide a statement on their suitability for the role. This is a key piece of information which will help us determine your suitability for the role, so please:

- Align your skills and experience with both the job description and person specification.
- Be specific about projects you’ve worked on or managed. What was the outcome? How did you measure success?
- If you’ve had a leadership role, tell us about it. How big was the team? What was the scope of your work?
- If you’re a recent graduate or have limited work experience, reference projects or coursework that demonstrate relevant skills and knowledge.
- Keep it short; the application form or the CV should contain all the additional information that we need during the selection process.

In addition to your application statement you may be asked to answer specific questions in areas that we consider essential to the role.
INFORMAL ENQUIRIES

Informal enquiries can be made to:

Phil Gregg, Computer Systems Manager, via phil@dcs.bbk.ac.uk or 020 7631 6707.

HELP & ASSISTANCE

If you are having difficulties accessing this site please email jobs@bbk.ac.uk
OUR COMMITMENT TO EQUALITY & DIVERSITY

The College is committed to providing the highest quality academic and working environment where all staff, students, visitors and contractors are welcomed respected and treated in a fair, consistent and non-discriminatory manner. The College is proud of its diversity and welcomes applications from all sections of the community. No one will be treated unfairly because of their sex, race, disability, sexual orientation, age, religion or belief, carer status, political belief, pregnancy/maternity, social class, gender identity or marital/civil partnership.

Birkbeck is a member of the ‘positive about disability’ Disability Confident scheme and guarantees to interview all candidates who meet the minimum essential criteria for the post and have chosen to opt in the scheme.

Birkbeck is a member of Advance HE, holds an institutional Bronze level Athena SWAN award, is a Mindful Employers Charter signatory and subscribes to Stonewall’s Diversity Champions.