Job Description

Comp ID: 035317
Job Title: Technical Officer (Senior Technical Officer: appropriate level)
School/Department: School of Psychology
Job Category and Level: Technical

The Purpose of the Role
The purpose of the post is to provide a complete range of IT support in both the MacOS and Windows environment, including the installation, maintenance and upgrades and user support for various software packages used in both teaching and research activities. Hardware expertise will also be a requirement and the work will involve significant interaction with both academic staff and students. The successful candidate will join a team of technical staff and will report locally to the Chief Technical Officer and ultimately to the Head of School.

Context
Applications are invited for the post of Technical Officer (Information Technology) within the School of Psychology, Trinity College Dublin. The appointee will be based in the School of Psychology located in Aras an Phiarasigh and will provide technical support for a range of activities in the School.

Main Responsibilities
• Provide technical support in the day to day running of teaching and research facilities in the School (and associated research institutes/centers) as required and for the School’s Mac OS computer laboratories in particular
• Setting-up specialized equipment for research and teaching.
• Provide technical support to all staff computers and School information systems.
• Maintenance and management of the AV systems in the School of Psychology
• Assist academic staff and students at practical classes where necessary.
• Advise on the purchase of computer hardware and software.
• Develop and maintain the School’s website.
• Assist with the maintenance of records of expenditure on consumables, photocopying and telephones etc.
• Assist with the timetabling and scheduling of student laboratories, experiments and projects.
• Assist with the maintenance of equipment and asset registers.
• Assist students in the preparation of projects and theses.
• Partaking in continuing professional development courses to stay abreast of the latest associated technologies
• Contributing to general maintenance and security of the School
• Maintaining best practice health and safety procedures in all School activities
• Other duties as required by the Head of School (or other person authorized by the Head of School.)

Person Requirements
The role-holder will require the following knowledge, skills and attributes for successful performance in the role.

Qualifications
• Qualifications for New Staff (from 1 January 2007) Entry to the profession will require relevant Honours degree
• National Certificate on Entry- Qualifications for Existing Staff (before 1 January 2007)
  • The minimum entry for staff will be the 1st point of the Technical Officer scale unless they have prior service in the public sector in an analogous role – then salary determination will apply.
  • N.B. The preferred candidate if an MSc holder on entry, with a minimum of 3 years’ experience (that must be relevant), may be appointed at Senior Technical Officer level.

Knowledge
• A thorough knowledge relating to the installation, maintenance, and user support of both MacOS and Windows PC’s.
• Significant relevant IT experience, preferably in an academic environment
• Proficiency in the use of AV systems and the integration of associated peripherals to include projectors, webcams, microphones and speakers
• Proficiency in the use of online collaborative platforms such as MS SharePoint and website management

Experience
• Prior work experience in a relevant role.
• Experience in dealing with queries in person, by phone and by email.
Skills
• Excellent written and verbal communication skills.
• High standard of accuracy

Personal attributes
• Can operate effectively as part of a team and independently –
• Willing to help others, is co-operative
• Shares work, information and knowledge
• Pays close attention to quality standards.
• Establishes a rapport with colleagues in and takes pride in providing excellent service providing a helpful and patient approach to students and staff.
• Committed to achieving results, putting in additional effort as required.

Application Information
In order to assist the selection process, applicants should submit a Curriculum Vitae and a Cover Letter (1x A4 page) that specifically address the following points in their application.

• Applicants should clearly address the way in which their experience to date is relevant to the role being offered.
• Illustrate, through past example, their ability to work on their own initiative and resolve problems.
**Trinity Competencies**

In Trinity there are 6 Core Competencies that are applicable to all roles across a range of professional, administrative and support jobs, unlike specialist or technical skills which may be job specific. They provide a common language for describing performance and the abilities/attributes displayed by individuals. They focus on ‘how’ tasks are achieved, not ‘what’ is achieved.

Below is a summary definition of the 6 Core Competencies.

<table>
<thead>
<tr>
<th>Competency</th>
<th>Summary Definition</th>
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<tbody>
<tr>
<td>1 Agile Leader</td>
<td>Sees the big picture and harnesses opportunities to achieve the University’s goals. Creates clear direction for the future and how to get there.</td>
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<tr>
<td>2 Unlocks Potential</td>
<td>Energised, capable and confident to take ownership and responsibility for their development and goals. Motivates, supports and develops people to perform to the best of their ability.</td>
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<td>3 Service Ethos</td>
<td>Finds ways to increase stakeholder and customer satisfaction. Builds relationships, is proactive and delivery focused in order to anticipate, meet &amp; exceed expectations.</td>
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<td>4 Builds Trusted Relationships</td>
<td>Communicates in a clear and respectful manner building trust and commitment for mutually beneficial outcomes.</td>
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<td>5 Decision-making</td>
<td>Confidently makes timely decisions based on knowledge, evidence and sound judgement.</td>
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<td>6 Achieves Results</td>
<td>Delivers results by setting direction, planning, executing and evaluating impact.</td>
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