



Job Description

This form summarises the purpose of the job and lists its key tasks. It is not a definitive list of all the tasks to be undertaken as those can be varied from time to time at the discretion of the School, in consultation with the postholder.

Job title: Data Science Computing Lab Support Officer

Department/Division: Data Science Institute **Accountable to:** Data Science Computing Lab Manager

Job Summary

The Data Science Institute (DSI) forms the institutional cornerstone of data science activity at LSE. Working alongside academic departments across the School, the DSI's mission is to foster the study of data science and new forms of data with a focus on their social, economic, and political aspects.

The DSI works with academic and professional services colleagues to embed data science across LSE, to enable more insightful research and expand our educational provision to better equip our students for their future careers.

To enable those ambitions, the DSI will include a supporting technology team to ensure that infrastructure and tools for data science are provisioned and maintained to ensure that they keep pace with the demands of the School and the work.

The Data Science Computing Lab (DASCL) Support Officer has the following key responsibilities:

- Providing data science system computing support services to users, including students and academics. This includes maintaining documentation and providing ongoing support.
- Designing and delivering training for the use of the DASCL computing services, which delivers research computing via a cloud-based platform as well as through on-premise hardware.
- Designing and delivering training for the use of the School's "Fabian" cloud computing service.
- Working with the School's Data and Technology Services (DTS) to provide training and support, and user guides to users of the data science services.
- Working with DTS and the Digital Skills Lab to provide training, support, and user guides to users of the planned "Fabian" cloud computing service.
- Providing training and support including user guides to users of the DASCL and broader School cloud computing services.
- Keeping up with developments with our cloud provider CodeOcean as well as the School's "Fabian" cloud service, and working with DTS to ensure that this knowledge remains current.
- Assisting with the support for computing challenges in data science, including the management and storage of big data, databases, and the configuration of machine learning pipelines.

Services include:



- Working with DTS and the Digital Skills Lab to provide training and support, and user guides to users of the DASCL services.
- Working with DTS and the Digital Skills Lab to provide training, support, and user guides to users of the School's "Fabian" cloud computing service.

Duties and Responsibilities

Management and planning

- Managing a support service for DASCL and "Fabian" computing users.
- Planning and delivering training for research computing services, working alongside DTS and the Digital Skills Lab.
- Planning the rollout and update of support materials for the DASCL and "Fabian" computing services.
- Supporting the DASCL Manager in provide practice reports to the central technology team on capability and issues as they arise.
- Regularly maintaining and reporting on support data to the DASCL Manager on KPIs.
- Planning and delivering updates to support materials as appropriate.

Operations and Service Management

- Providing timely technical support to users of data science services including service requests and dealing with incidents.
- Working with the central technology team, DTS, to ensure core services are clearly defined, easily accessible to all users, working particularly closely with the DTS Service Management Function.
- Providing support and engagement in the event of a major incident including cyber security attacks.
- Working with DASCL Manager to ensure that service documentation is maintained and up to date. Administering the process for ensuring that documentation is reviewed and updated.
- Supporting the DASCL Manager in planning and undertaking security, performance and availability monitoring and tuning, system backups, and similar critical functions.

Project Work

- Supporting the DASCL Manager in delivering projects.

Communication

- Communicating effectively in written and oral form with colleagues in the Data Science Institute in the conduct of support duties.
- Working with DASCL Manager to support the creation and maintenance of technical documentation and user guidance.
- Keeping users of DSI services updated on technical advances and issues and liaising with senior technical specialists across the School.
- Representing the DSI through participation in School committees and working groups as needed, and attending internal and external events and becoming a member of relevant sector networks and groupings.

Teamwork and motivation

- Developing and maintaining effective working relationships with colleagues in the DSI and across the School including academic departments and central professional services with particular attention to DTS.



- Being prepared to take on varied additional duties to support the effective running and changing/emerging priorities of the Institute upon the request of the Data Science Institute Director and/or the DASCL Manager.

Flexibility

To deliver services effectively, a degree of flexibility may be required in the duties performed in order to meet the exigencies of service. Job roles may also naturally develop over time and ongoing substantial changes to a role will be discussed between line managers and their staff, with job descriptions updated as and when appropriate.

Equity, Diversity and Inclusion (EDI)

LSE is committed to building a diverse, equitable and truly inclusive university. All posts (and post holders) will seek to ensure diversity and inclusion, while opposing all forms of unlawful and unfair discrimination on the grounds of age, disability, gender identity, marriage and civil partnership, pregnancy and maternity, race, nationality, ethnic or national origin, religion or belief, sex and sexual orientation, or social and economic background.

Ethics Code

Posts (and post holders) are assumed to have a responsibility to act in accordance with the School's Ethics Code and to promote the principles and values that the Code enshrines. The Ethics Code clearly states that the whole LSE community, including all staff, students, and governors of LSE, are expected to act in accordance with the principles which are set out in the Code. As such you are required to read and familiarise yourself with it. The School's Effective Behaviours Framework is designed to support this Code. It sets out examples for the six behaviours that all staff are expected to demonstrate, these can be found on the following link: [click here](#)

Environmental Sustainability

The post holder is required to minimise environmental impact in the performance of the role, and actively contribute to the delivery of the LSE Environmental Policy.