



Person Specification

This form lists the essential and desirable requirements needed in order to do the job.

Applicants will be shortlisted **solely** on the extent to which they meet these requirements.

Job title: Data Science Computing Lab Support Officer

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

Competency	Criteria	E/D
Knowledge and Experience	Experience with cloud computing, especially regarding data science research computing platforms.	E
	Evidence of a strong technical background relating to industry standard technology.	E
	Evidence of being able to develop skills through self-learning and investigation.	E
	Excellent knowledge of desktop operating systems, especially Linux.	E
	An understanding of virtual computing environments including Docker and Python and R environment managers.	D
	Knowledge of systems for the central deployment and management of research applications.	D
	Advanced diagnostic skills for resolving incidents or problems relating to research applications.	D
	Knowledge of working with an IT service management tool to manage incidents and service requests.	E
	Knowledge of using Office 365 suite and other off-the-shelf productivity and collaboration tools.	E
	Understanding of security and data protection principles.	D
	Ability to produce user instructions and to publish and maintain user documentation for research computing services.	E
Experience with revision control systems, i.e. GitHub.	D	
Understanding of and experience using database management systems.	D	
Communication	Excellent communication skills with a good command of the English language both orally and in writing.	E
	Experience of delivering clear and consistent communication with team and colleagues.	E
	Confidently handle challenging conversations or situations and can support others in the process.	E



	<p>The ability to listen to, understand, respect and accept the value of different views, ideas and ways of working.</p> <p>Excellent face-to-face and telephone manner and able to support and empathise with users of the service in time-sensitive situations.</p> <p>Evidence of ensuring staff members and users are treated with respect and experience of handling difficult feedback when behaviours are inappropriate.</p>	<p>E</p> <p>D</p> <p>E</p>
Teamwork and Motivation	<p>Understanding of the purpose of role and how that contributes to the work of the team.</p> <p>Ability to remain calm under pressure when dealing with urgent issues or high-profile users and situations.</p> <p>Evidence of active engagement in self-learning activities both self-initiated or identified in a review.</p> <p>Experience in understanding and supporting clear directions and messages for team members.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>
Planning and Organising	<p>Able to plan own work and deliver effective, agreed outcomes as per scheduled.</p> <p>Able to identify and design service improvements to the service.</p> <p>Demonstration of a proactive attitude towards support.</p> <p>Ability to prioritise competing tasks in an efficient and practical manner.</p> <p>Ability to complete and update tasks related to operational or project plans.</p> <p>Ability to interpret user problems and direct them to practical solutions.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
Liaison and Networking	<p>Experience of sharing knowledge and experience with others openly and effectively.</p> <p>Experience of facilitating sessions from individual or groups of customers to understand requirements, concerns and issues.</p> <p>Ability to develop networks of people across professional services and academic departments to take a collegiate approach to supporting business objectives.</p>	<p>E</p> <p>D</p> <p>D</p>
Service Delivery	<p>Commitment to providing an excellent customer service.</p> <p>Proactive and ambitious attitude, including the ability to think through the requirements/strategic objectives of the Institute and the School more broadly and to provide solutions.</p> <p>Evidence of the ability to paying close attention to detail and maintain confidentiality in an administrative capacity.</p> <p>Evidence of the ability to use initiative to make suggestions about improvements to service delivery.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>

E – Essential: requirements without which the job could not be done.

D – Desirable: requirements that would enable the candidate to perform the job well.