**Tech Enablement & Support Team Responsibilities/Technology Stacks**

**Specialist Support**

Provides all 2nd line/3rd line support functions for specialist usage of all IT equipment, software and services supported by DDaT.

Includes 2nd line/3rd line field support for all specialist use of IT equipment, software and services supported by DDaT.

Includes consultation/guidance in the selection of specialist IT equipment, software and solutions.

**Responsibilities**

* IT Support for Departmental Teaching spaces (2nd/3rd Line Support)
* IT Support for Specialist Computing (2nd/3rd Line Support)
* IT Support for Specialist Office Moves & New Builds
* Deployment of specialist end user compute devices
* Provide assistance with packaging of specialist software
* Build, installation & support of local, departmental servers
* Annual refresh of specialist departmental lab devices
* Exam laptop specialist configurations
* DDaT Activities for Start of New Academic Year
* Research teaching and support - Meet & Greet
* Consultancy/Supplier liaison
* Building Project Consultancy

**Technology Stack (Specialist)**

* Topdesk
* Nagios
* checkmk
* RedCAP
* BeyondTrust Remote Support
* Clearpass
* BluCat network asset management
* Config Manager
* Active Directory
* Group Policies
* Github
* Puppet
* Microsoft Intune
* Jamf
* AVD
* AppDeploy Toolkit
* Vmware
* Powerman
* Microsoft Teams
* Panopto
* Specialist software e.g. Rhino, Comsol, Gaussian
* Specialist computing
* Server management: Windows/Linux