

Edinburgh University Library

CS: Hello, I am Charles Spencer and I am a Computing Officer at the University of Edinburgh. My role is to help people make the best use of the IT services which are on offer here, in terms of helping them directly if they have problems, or helping to write them instructions to help them to do the right thing. Altogether I have worked for this University for over 30 years, I came here originally as a Research Associate in Engineering and moved over into Computing as that was the thing which I found most interesting, and that I could actually have something to offer. I think the best thing about this job is that it requires an analytical approach to problems and situations, we need to think why there may be a problem, why somebody may be having a problem, and think of the best way to solve that problem for them, so there's some reasonably hard thinking involved. I think the best thing is when we do come up with the right answer, somebody has had a difficulty or a problem, we see what needs to be done, we get it done and they're able to get on with their jobs and be free of the problem.

LM: My name's Lisa McDonald, and I'm the IT User Support Manager at the University of Edinburgh. I think what makes Chas a good employee is the fact that he has a really good analytical mind, and he has a really innovative approach to problem solving sometimes. We're quite a big team, and quite often the problems that we get are not things that you can come up with an answer to immediately, and Chas is very good at sitting down and working with a problem and coming up with a solution for a user. Alongside that he also has the ability to speak to a user in a way that they understand, and in a manner that they understand, and that gives excellent customer service as well and that's something that's really important to us, because although a lot of our work is around problem solving, it's really important that once you find the problem's result and that you find the solution for it that you can communicate that and get the user the result that they're looking for and get them back working again. Chas is very very good at that, and he's also very good at doing things like documentation tasks, and he just generally has the all round skill set that we need in someone to work in our team. I find Chas very easy to get on with, I think we've done a lot of work together to work through to make sure that Chas has the support he needs in place to do his job and I think that we communicate well and openly with each other and I think that's been really important. We've taken time to make sure that I can support him effectively, so I would say that we have a very good working relationship and he's a greatly valued member of our team.