Job Description

Job Title: IT Officer (this post is initially offered on a 1 year fixed term contract with an option to extend)

Supervised by: Head of IT

Job Contribution: Oriel College is seeking to recruit an enthusiastic individual to join the IT Department as an IT Officer for a fixed term of twelve months, with the possibility of extension. Located in the IT office on King Edward Street the IT Officer will be part of a small team, working closely with the other IT Officers and Head of IT, across 2 colleges as a part of a joint IT venture.

The primary objective of the IT Department is to ensure that the College's current and future information and communication technology needs are met. In doing so, the IT team are responsible for ensuring that College networks, infrastructure and applications are developed and maintained to ensure they are reliable, effective, secure and future proof.

As a key member of the department, this position will be user facing and have a variety of responsibilities, for which a strong technical skill set and a friendly, personable approach are essential. In providing a first-class service to a wide and diverse group of end-users, we expect the IT Officer to be a strong team player and someone who is naturally customer oriented.

This post will suit someone with experience in a highly technical IT environment who is seeking to progress their career through the additional challenges offered in this exciting and varied role.

Responsibilities:
Under the direction of the Head of IT, the post holder will:

- Provide technical support across the colleges and ensure that all queries are dealt with in a professional, timely and appropriate manner.
- Maintain and deliver systems to enable all users to function effectively, working alongside the other IT Officers.
- Configure, monitor and maintain the network and server infrastructures.
- Diagnose and resolve hardware, software and networking faults on computers and peripherals.
- Maintain the IT Service Desk system, logging all incidents and requests, their acknowledgements and their resolutions and ensuring that all support tickets are handled effectively.
- Manage and maintain records of equipment, software licenses and maintenance agreements.
- Provide IT advice to users including equipment and application software requirements, maintenance, backup, and virus protection.
• Support the implementation of College and University IT policies and make recommendations to improve services and security of IT provision.
• Collaborate with team members on design and implementation of new systems and processes.
• Configure and install desktop computers, laptop computers, printers and other IT devices and install new software and software updates.
• Apply security best practices to our software services and ensure operating systems are patched and meet security requirements.
• Identify and remove malware infections using anti-virus and other software.
• Ensure a response to all service incidents, within agreed Service Level Agreement (SLA) by managing 3rd party vendors where they exist, acting as a point of escalation if needed for them.
• Maintain and support audio-visual equipment (and users) of the College’s meeting rooms.
• Manage disposal and recycling of disused equipment in compliance with WEEE and data protection standards.
• Take advantage of appropriate training opportunities as these arise, in order to keep up to date with relevant skills and developments.
• Provide one-on-one staff IT induction and technical training, as required.
• Liaise with University and College IT staff where necessary.
• Any other such tasks as may reasonably be delegated by the Head of IT.

Qualities, Experience and Qualifications

Essential Criteria:
• Hold a degree-level qualification or possess substantial relevant experience.
• Technical competency across a broad range of infrastructure technologies.
• Excellent communication skills, both written and spoken, including the ability to communicate technical issues in an accessible and supportive way to staff and students at all levels of seniority and experience.
• Team player with an open, enthusiastic and dynamic approach and the ability to work collaboratively.
• An ability to work independently, under pressure, to deadlines and to be able to prioritise tasks.
• Experience in the implementation, management and monitoring of network and computer security.
• Knowledge and understanding of IT service management principles and best practice.
• Experience in managing enterprise network switches, routers, firewalls and related network equipment; and with physical cabling and connectivity such as copper and fibre structured wiring
• Broad experience of supporting and deploying desktop operating systems including Windows and Mac OS.
• Knowledge and experience of SQL server, SQL queries and bespoke relational databases.
• Excellent understanding and knowledge of TCP/IP, DNS, DHCP, WSUS and PowerShell.
• Working knowledge of network standards, in particular VLANS, STP, QOS, 802.11 and 802.1x.
• Extensive experience of technical problem solving, incorporating a variety of network technologies, including some combination of firewalls, managed switches, and wireless networking.
• Ability to diagnose and resolve problems with a wide range of software applications including the Microsoft Office suite.
• Patching and maintenance of enterprise systems
• Working knowledge of server virtualization (VMware ESXi).
• Experience of enterprise backup and recovery solutions (Veeam).

Desirable Criteria:
• Knowledge of ISO 27001, Cyber Essentials and Cyber Essential Plus standards.
• Knowledge of IIS and Apache web servers.
• Experience in the management of GNU/Linux servers.
• Experience with MS SCCM.
• Experience with FortiGate OS.
• Willingness and ability to perform physical activities associated with the post, such as the safe racking & un-racking of equipment.

Appointment
The College is looking to fill this post as soon as possible. There will be an initial probationary period of six months. The appointment will be conditional on verification of the successful candidate’s right to work in the UK, and subject to the receipt of satisfactory references, one of which should be your current employer.

Remuneration and Terms
The salary will be £34k-40k per annum depending on experience and is based on Oriel College Grade 6. Weekly hours of work are 36.5 hours, normally between 8.30am and 5pm Monday to Thursday and 8.30am to 4.00pm on Friday, with an hour for lunch. However, the post holder will need to have a flexible approach to working hours in order to support some events that are held outside these times. In such cases, time off in lieu may be taken. The post holder is entitled 30 days annual leave in addition to 8 public holidays per annum.

Benefits
Benefits include a College pension scheme, lunch provided at the Colleges' expense (when the kitchen is open), discounted travel schemes, Cycle to Work scheme and discounted bus pass loans. Discounted membership to University leisure clubs. Local discounts are available for University Card holders.