

**Job Description:**

**Job Title:** IT Officer

**Supervised by:** Head of IT

**Overview of the role:**

The IT Officer will play a critical role in meeting the College's information and communication technology needs by developing and maintaining reliable, secure, and future-proof networks, infrastructure, and applications. This position requires excellent technical skills and a friendly, personable approach to effectively interact with users and fulfil various responsibilities.

The ideal candidate will work well in a team and prioritize customer service to provide excellent support to a diverse group of end-users. With prior experience in a technical IT environment, the IT Officer can advance their career by taking on exciting challenges in this dynamic and varied role.

The IT Officer will:

* Report directly to the Head of IT.
* Work alongside and closely with the IT Systems Administrator and other IT Officers.
* Interact with Heads of Department, Staff, Fellows, Students, Guests and Visitors to provide support and execute change projects.
* Liaise with various external suppliers and agencies.

**Role Responsibilities:**

As an IT Officer, you will be responsible for the following duties, but not limited to:

* Provide 1st/2nd line technical support to end-users via phone, email, or in-person.
* Identify and troubleshoot technical issues and escalate more complex problems to higher level support as necessary.
* Log all IT support requests accurately and in a timely manner in the IT helpdesk system.
* Resolve basic IT issues such as password resets, printer connectivity, and software installation.
* Creating technical system documentation and supporting desktop and laptop configuration and installation.
* Conduct regular maintenance tasks such as system updates, backups, and security checks.
* Assist in the deployment and setup of new hardware and software across the colleges.
* Maintain IT equipment inventory and track warranty and maintenance agreements.
* Provide end-user training and assistance in the use of IT systems and applications.
* Provide expert advice and guidance to users regarding their IT needs (e.g. information

security, data backups, hybrid teaching, purchasing).

* Assist in the development of IT policies and procedures.
* Stay up-to-date with the latest IT trends and technologies relevant to the organization's needs.
* Undertaking necessary training to fulfil the role's duties and comply with health and safety standards.
* Perform other duties as assigned by the IT Systems Administrator or Head of IT.

**Selection criteria**

**Essential:**

* Extensive experience in providing 1st/2nd line IT support.
* A strong background in desktop support for Windows and MacOS X is required, with a desirable level of experience in Linux.
* Strong troubleshooting skills and ability to diagnose and resolve complex technical issues.
* Familiarity with virtualization technologies such as VMware and Hyper-V.
* Knowledge of networking protocols and infrastructure, including TCP/IP, DNS, VLANs, DHCP, and routing.
* Experience with server hardware and software, including Active Directory and SQL Server
* Ability to manage and maintain backups and disaster recovery plans.
* Experience in managing enterprise network switches, routers, firewalls, and related network equipment.
* Expertise in Microsoft Windows systems administration, particularly Windows Server.
* Ability to work well in a team environment and collaborate with other IT professionals.
* Familiarity with endpoint protection solutions, such as antivirus and anti-malware software.
* Strong communication skills and ability to explain technical issues to non-technical stakeholders.
* Excellent written and verbal communication skills, with the ability to communicate technical information to non-technical stakeholders.
* Excellent time management and organizational skills.
* CompTIA Network+ and or A+ certification.

**Desirable:**

* Hold a degree-level qualification or possess substantial relevant experience.
* Experience working with formal Project/Service management methodologies e.g. ITIL, PRINCE2.
* Familiarity with cybersecurity best practices and tools, such as firewalls, intrusion detection systems and vulnerability scanners.
* Security certifications, e.g. CompTIA Security+
* 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 working within a higher education institution.

**Salary and Benefits**

The salary is based on Oriel College Grade 5, currently at £30-38k pro rata per annum, dependent on experience.

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. 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.

In return we offer 30 days holiday plus 8 bank holidays, meals on duty (when the kitchen is open), contributory pension scheme, travel loan scheme, Cycle to Work scheme, discounted membership to University leisure facilities

**Application Process**

Those wishing to apply for this post should review the advertisement and return the following documents via electronic mail.

* a completed application form
* a CV no longer than three sides of A4
* a thoughtfully written cover letter explaining how your skills and experience meet our person specification.
* an Equal Opportunities Recruitment Monitoring form. The information collected on the equal opportunities recruitment monitoring form does not form part of the selection process and will not be circulated to the selection panel. It will be used solely to monitor the effectiveness of the College’s equality policy which is published at www.merton.ox.ac.uk/about/college-policies

The position may be discussed further with the Head of IT (email: wikus.smit@oriel.ox.ac.uk)

**All appointments are subject to proof of the candidate’s legal right to work in the UK**