

**JOB DESCRIPTION**

|  |  |
| --- | --- |
| **Job title** | IT Officer |
| **Department** | IT |
| **Location** | Oriel College, Oriel Square, Oxford OX1 4EW |
| **Salary** | £34,000 - £38,000 per annum (dependent on experience) |
| **Hours of work** | Full-time 36.5 hours per week |
| **Contract type** | Permanent |
|  |  |

**Key Relationships:**

* Reports to the Head of IT
* Works closely with the IT Systems Administrator and other IT Officers
* Supports and collaborates with Heads of Department, staff, Fellows, students, guests, and visitors
* Liaises with external suppliers and service providers

**Overview of the role**

The IT Officer will play a critical role in supporting 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 as well as a friendly and professional approach to effectively engage with users and support a range of responsibilities.

The ideal candidate will be a strong team player who prioritises customer service and is committed to providing excellent support to a diverse user base. With prior experience in a technical IT environment, the IT Officer will have the opportunity to further their career by taking on varied and stimulating challenges.

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

* Provide 1st/2nd line technical support to end-users via phone, email, or in person
* Identify and troubleshoot technical issues, escalating more complex problems when necessary
* Log support requests accurately and promptly using the IT helpdesk system
* Resolve basic IT issues such as password resets, printer connectivity, and software installations
* Create and maintain technical documentation
* Support configuration and installation of desktops and laptops
* Conduct regular maintenance tasks including system updates, backups, and security checks
* Assist with deploying and setting up new hardware and software across the College
* Maintain IT equipment inventory and manage warranty/service agreements
* Provide end-user training and support in the use of IT systems and applications
* Advise users on IT best practices, including information security, data backup, purchasing, and hybrid teaching
* Contribute to the development of IT policies and procedures
* Stay informed about relevant IT trends and technologies
* Undertake training required to fulfil role responsibilities and comply with health and safety standards
* Perform other duties as directed by the IT Systems Administrator or Head of IT

**Selection Criteria**

**Essential**

* Extensive experience providing 1st/2nd line IT support
* Strong desktop support experience with Windows and macOS (Linux experience desirable)
* Excellent troubleshooting and diagnostic skills
* Familiarity with virtualisation technologies (e.g. VMware, Hyper-V)
* Understanding of networking concepts including TCP/IP, DNS, VLANs, DHCP, and routing
* Experience with server hardware/software including Active Directory and SQL Server
* Ability to manage backups and disaster recovery procedures
* Experience managing enterprise networking equipment (e.g. switches, routers, firewalls)
* Expertise in Microsoft Windows systems administration (particularly Windows Server)
* Strong teamwork and collaboration skills
* Familiarity with endpoint protection (e.g. antivirus, anti-malware)
* Excellent communication skills and the ability to explain technical issues clearly to non-technical users
* Outstanding time management and organisational abilities
* CompTIA Network+ and/or A+ certification

**Desirable**

* Degree-level qualification or substantial relevant experience
* Experience with IT service/project management frameworks (e.g. ITIL, PRINCE2)
* Understanding of cybersecurity practices and tools (e.g. firewalls, IDS, vulnerability scanners)
* Security certifications (e.g. CompTIA Security+)
* Familiarity with standards such as ISO 27001, Cyber Essentials, and Cyber Essentials Plus
* Experience with IIS and Apache web servers
* Experience managing GNU/Linux servers
* Prior experience working within a higher education environment

**About Oriel**

Oriel College is the 5th oldest Oxford College of the 39 self-governing and independent colleges within the University of Oxford and the oldest Royal Foundation; in 2026 we will be celebrating our 700th birthday. Described by our students as ‘the perfect size’, with around 600 students we’re slightly smaller than the average Oxford college, and our community is tight knit and friendly. Oriel brings together a world-class academic community of leading academics and researchers with high achieving and motivated students, underpinned by around 120 people working in the professional support teams.

Located right in the middle of Oxford in beautiful buildings, the College has a rich history and has been home to Saint John Henry Newman, Saint Thomas More, Sir Walter Raleigh and two Noble Laureates, amongst many other influential thinkers.

For more information about Oriel College, please visit <https://www.oriel.ox.ac.uk/>

**Pre-Employment Screening**

All appointments are subject to proof of the candidate’s legal right to work in the UK and receipt of satisfactory references.

You will also be asked to complete a health declaration so that you can tell us about any health conditions or disabilities for which you may need us to make appropriate adjustments.

**Data Protection**

Please note that any personal data submitted to the College as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation.

*The College exists to promote excellence in education and research and is actively committed to the principle of equality of opportunity for all suitably qualified candidates.*

**Employee Benefits\***

* 38 days holiday (including bank holidays)
* Pension scheme
* Employee Assistance Programme
* Free lunch on each day worked (when the kitchen is open)
* Travel loan scheme (bus and bike)
* Free eye tests and a contribution towards new lenses/glasses if your prescription has changed (for VDU users)
* Flu jab (reimbursement)
* Staff social events
* Free entrance to The University of Oxford Botanic Gardens
* Free entrance to Harcourt Arboretum
* Free membership (via application) to Wytham Woods
* Free access to visit the 45 Colleges that make up Oxford University plus University Libraries
* Free membership of the University Club (social, sporting and hospitality club)
* Free entrance to University museums

**Retail**

* 10% discount at Ashmolean Museum Café and shop
* 10% discount at Bodleian Library shop
* 10% discount at OUP bookshop
* 15% off at Blackwell’s bookshop in Oxford
* Discounts online and in local shops via following the link<https://hr.admin.ox.ac.uk/discount-codes>
* Discounts on over 100 national brands by applying for a FREE TOTUM Discount card
* Discount on retail, food and fitness via applying for a UNiDAYS account
* Discount on retail, food and fitness via applying for a Student Beans account
* Discount at Howdens Oxford quoting Oxford University

**Fitness**

* Discounted membership to University sports facilities, Iffley Road
* Discounted membership to the University Club, Mansfield Road (social, sporting and hospitality club)
* Up to 30% discount at various gyms via student membership app UNiDAYS

**Healthcare**

Discounted private healthcare via Eduhealth<https://www.eduhealth.co.uk/oxford-university>

**IT Software**

* Free Office 365 software download on up to 5 devices
* Free antivirus software

**Training and Development**

* Free access to hundreds of online training courses

\*Please note that with the exception of holidays and pension provision, the benefits listed are non-contractual and may be subject to change or withdrawn.