Somerville College
University of Oxford
www.some.ox.ac.uk

IT Support Assistant

(Fixed-term August 2020 – June 2021)

Ref: 900413

We have a great opportunity for temporary, live-in, IT support post to help us meet the demand for student and staff It needs in the coming academic year. We will provide subsidised accommodation in the College grounds, meals (or a meal allowance) and a generous range of benefits.

You'll have the chance to work on a wide variety of projects and have the flexibility to work on your own initiative supporting our students, fellows and staff with a host of IT issues. You'll hone your database design and implementation skills and have the opportunity use a selection of Windows 7/8.1/10 workstation, Windows 2008/2012/2016 Server and Apple Macintosh products. Knowledge of Microsoft Office packages is essential and training on any other packages and systems will be provided as necessary.

Your knowledge and skills will contribute greatly to our IT team's continuous process and service improvement. You will have plenty of opportunities for on-the-job learning and have access to the University's wide range of IT related training courses.

This is a customer-facing role which will allow you to interact with students and staff at all levels. You'll enjoy communicating technical information in an accessible and clear way and be keen to help resolve all manner of IT problems in proactive and resourceful ways.

About Somerville College

Somerville is a forward-looking and adventurous College with a reputation for openness and inclusiveness. It is among the most international of the Oxford colleges that admit both undergraduate and graduate students, and has an ethos of tolerance, friendliness, diversity, enabling access to research and learning for all, and the pursuit of excellence in all that we do.

The College aims to pursue academic excellence through the support and encouragement of its students, sound management of resources, full support for the research of its Fellows, and to engage with and work within the collegiate university. There are currently 44 Tutorial Fellows, who are also members of Governing Body. The Governing Body makes decisions about the future of the College and its members are responsible for the direction and management of College affairs.

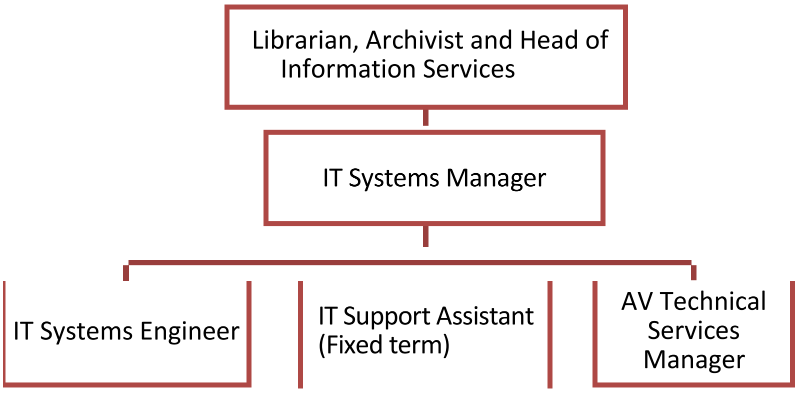
The student community comprises approximately 200 graduate students reading for masters and doctoral degrees, and approximately 400 undergraduates reading across a wide variety of scientific, mathematical, social science and humanities disciplines.

The IT Department

The well-established IT team comprises the IT Systems Manager, IT Systems Engineer, and the IT Support Assistant. The department is responsible for maintaining the campus-wide Wi-Fi network, the IT Helpdesk, which is open daily for all members of the College and online helpdesk facilities via a ticketing system.

The team install all equipment on the College network and are responsible for its day-to-day management, including security and integrity, and the College servers. The IT Office organises registration and use of the University Ethernet, and Internet for College members, and to remote users including network access and user support.

The IT team provide emergency IT support on an on-call basis and it is anticipated the IT Support Assistant will be able and willing to participate in the emergency on-call-rota.


Librarian, Archivist and Head of Information Services
IT Systems Manager
IT Systems Engineer
IT Support Assistant (Fixed term)
AV Technical Services Manager

For further information about the College, please visit www.some.ox.ac.uk

About the post of IT Support Assistant

The IT Support Assistant will assist the general maintenance and day-to-day running of the College's computing facilities. Main duties will include:

- Provide general IT support to all staff and students on various IT related issues, including tablets and mobile phone.
- Set up and install software onto desktops, laptops and tablets.
- Record, analyse and prioritise requests for assistance through the Service Desk call logging system; diagnose problems and take ownership of queries through to resolution and accurately document all activities for future references.
- Escalating tickets to senior members when problem/request is beyond experience
- Ensure printers and photocopiers are refilled with paper and toners
- Liaise with third-party vendors to arrange for warranty hardware repairs
- Assisting in the support and development of the Colleges' Information Systems
- Being available during the IT Systems Managers absence to assist members of the college with their urgent computing needs. This might include some evening and weekend work if an urgent problem arises.

The post holder will report to the IT Systems Manager, and work with the IT Systems Engineer. The role is very flexible and the work will be partly unsupervised. The post holder must be capable and willing to meet urgent College IT needs. Training will be provided.

Selection Criteria

Essential

- A degree in an IT or related discipline or equivalent experience gained through work in an IT support environment. (We will also consider those in the final stages of an IT related degree as part of a student placement year)
- The ability to communicate clearly in English, verbally and in writing
- Excellent interpersonal skills and a positive attitude to the work duties and all College members
- Ability to explain complex ideas and IT principles in an understandable and accessible way
- Experience, to an intermediate level, in the use of standard Microsoft and other office applications, web and email
- Ability to troubleshoot and diagnose problems with, and to re-install if necessary, Windows operating system
- Enthusiasm for learning new skills in a rapidly developing IT environment
- A proactive approach to working as part of a team

Desirable

- Ability to troubleshoot and diagnose problems with, and to re-install if necessary Mac OS X desktop operating systems
- Experience of installing, configuring and managing Windows and Linux servers
- Experience in HTML5/CSS and have a sound knowledge of programming; in particular PHP and MySQL skills
- Hands-on experience of more advanced PC troubleshooting, in particular networking, communications, and malware removal including viruses, Trojans, adware and spyware
- Experience of user support in a helpdesk environment
- Experience of working in an office environment
- Some experience with Microsoft Active Directory
- The ability to assimilate new information and procedures with accuracy and efficiency within a reasonable timeframe.

Terms and conditions

Full terms and conditions of employment will be provided in writing to the successful candidate. The information below is for guidance only and does not constitute the contract of employment.

Duration	This is a full-time post for a fixed term of 11 months and will be dependent on satisfactory completion of a two-month probationary period
Salary	The starting salary will be £20,675 per annum for 35 hours per week, from which £3,237 per annum will be deducted for accommodation and meal costs. The College pay spine is uplifted for cost of living on a regular basis, normally annually.
Accommodation	The post holder will be provided with single accommodation in College, under a tenancy agreement, for the duration of the contract.
Hours of Work	Normal hours of work will be 9am-5pm Monday to Friday, with one hour break for lunch each day. The post holder will be expected to be flexible in their approach to working hours to meet the needs of users and may be asked to support evening or weekend activities for which time off in lieu can be granted.
Holiday Entitlement	The post holder will be entitled to 35 days holiday (inclusive of bank holidays) for the duration of the fixed term contract. Agreed College closure days and bank holidays (if not worked) will be deducted from the leave entitlement.
Pension	The post holder will be eligible for membership of a contributory Group Personal Pension scheme, from the commencement date of the appointment (subject to age requirements). The College also offers a Stakeholder Scheme.
Life Assurance	College Employees are covered by free life assurance for the duration of their employment (subject to age requirements).
Sickness Benefit	Maximum of pro rata 6 weeks' sick pay at full pay, calculated in any rolling 12 month period, subject to satisfactory notification procedures and certificates.
Employee Assistance Service	A confidential 24/7 telephone advisory and counselling service is available to all College employees and their family members who live in the same household.
Smoking policy	No smoking is allowed in any part of the College
Parking policy	There will be no on-site parking facilities available to this post holder

Application Procedure

The closing date for completed applications is 4.00 p.m. on Wednesday, 29 July 2020

Your application should comprise

- A completed application form (including a personal statement and details of at least 2 referees)
- A curriculum vitae (CVs submitted on their own will not be considered)
- An Equal Opportunities Monitoring Form

Email your completed application form to: recruitment@some.ox.ac.uk with the words IT Support Assistant 2020-21 900413 in the heading

Equal Opportunities information collected does not form part of the selection process and will not be circulated to the selection panel. Completion of the equal opportunities monitoring form is voluntary. Data collected is used to monitor the effectiveness of the College's Equality and Diversity Policy and helps the College to meet its duties under the Equality Act 2010.

Communication regarding the status and outcome of your application will be made via e-mail.

Interviews will be held via telephone or video-conference as soon as possible after the closing date.

Equal Opportunities statement

The policy and practice of the University of Oxford and of Somerville College require that all staff are afforded equal opportunities within employment. Entry into employment and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. Subject to statutory provisions, no applicant or member of staff will be treated less favourably than another because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation. Where suitably qualified individuals are available, selection committees will contain at least one member of each sex.

Data Protection

All data supplied by candidates will be used only for the purposes of determining their suitability for the post and will be held in accordance with the principles of the Data Protection Act 1998 and the College's Data Protection Policy.

Pre-employment screening

If you are selected for the post, employment with the College will be conditional upon satisfying the following requirements.

1. Eligibility to work in the UK

The Immigration, Asylum and Nationality Act 2006 makes it a criminal offence for employers to employ someone who is not entitled to work in the UK. **We therefore ask applicants to provide proof of their right to work in the UK before employment can commence.**

Please note that you will need to provide original documents and where any documents are not in English a certified translation will be required. **Do not include these documents with your application.** You will be sent a request for the relevant information at the appropriate point in the selection process.

2. References

You are asked to give us details of two people who have agreed to give a reference for you. If you have previously been employed your referees should be people who have direct experience of your work through working closely with you for a considerable period. If you have been employed, at least one of your referees should be your formal line manager from your most recent job. It is helpful if you can tell us how each referee knows you and your referees should not be related to you. Your referees will be asked to comment on your suitability for the post, to provide details of the dates of your employment, and of any disciplinary processes which are still 'live'.

We will assume that we may approach your referees at any stage unless you tell us otherwise, so please state clearly if you wish to be contacted before a referee is approached.

3. Medical fitness

Please note that any offer of employment will be conditional upon receipt of a completed pre-employment medical health assessment questionnaire and confirmation from the University of Oxford Occupational Health Service that the candidate is medically fit for the post (allowing for any reasonable adjustments that may be required, in line with the provisions of the Equality Act 2010).

The purpose of the pre-employment medical health questionnaire is to:

(i) assess the candidate's medical capability to do the job for which they have applied:
(ii) determine whether any reasonable adjustments or auxiliary aids may be required to accommodate any disability or impairment which they may have
(iii) ensure that none of the requirements of the job for which they have applied would adversely affect any pre-existing health conditions the candidate may have.

The appointment will not commence until medical fitness for work, and any reasonable adjustments that may be required, is confirmed by the University Occupational Health Service.

July 2020