Further Particulars

IT Support Engineer
2 years fixed-term, 0.6 FTE

We have a fantastic opportunity for an experienced and knowledgeable IT professional to work alongside our small, friendly IT team. You will work on a range of technical projects, supporting our systems and infrastructure, and be instrumental in the creation and maintenance of industry-standard technical and process documentation.

You should have a keen eye for detail, with excellent written and oral communication skills in English. You will have the ability to liaise with individuals at all levels and translate complex and technical concepts into user-friendly and accessible terms. You will also have a passion for providing a high-quality, proactive and solutions-focused service to IT users throughout the College community.

The post is fixed-term until 31 October 2024 and is designed to complement the work of our IT Systems Engineer while they work flexibly on various projects until the end of October 2024.

About us

Somerville College is one of 39 independent, self-governing colleges of the University of Oxford. Somerville takes great pride in its pioneering history, its academic excellence and its intellectual and social openness. It was founded in 1879 as a non-sectarian college and one of the first Oxford colleges to admit women tutors and students; it has been a mixed college since 1994. There are 200 graduate students currently reading for masters and doctoral degrees and about 400 undergraduates following three and four-year courses across a wide variety of disciplines. The undergraduate body includes a higher-than-average proportion of state-school students.

The IT Team

The College’s IT team manage all aspects of IT delivery and support. Areas of IT activity within the College include: software and hardware support for all users in College; maintenance of the physical network (both wired and wireless); maintenance of College servers and systems; maintenance of the College’s computer rooms; maintenance of College CCTV systems; maintenance of College telephone systems and mobile phones; liaising with external companies
and contractors providing software and hardware solutions; maintenance of and compliance
with IT policies in College; and supporting the College’s web-based activities.

Main Duties

1. IT Systems
   • Exploit and develop broad skills in systems commonly provided and supported by
     Somerville College including Windows (including Windows 10, 11 and beyond), Mac
     OS X, Networking, Active Directory and Linux
   • Monitor the College network security systems when on duty
   • Log and resolve queries by email, telephone, online, or personal contact
   • Assist the IT Systems Manager in the support and development of the College
     Information Systems
   • Maintain data connections to central systems (for example SSO, CUD)

2. Documentation
   • Update and maintain the technical and process documentation for the IT
     department and the College’s business continuity planning
   • Update office risk assessments for duties performed by the IT & AV teams
   • Liaise with the IT Systems Manager to provide guidance notes and briefing
     documents to college Committees for business strategy and planning
   • Review all IT departmental documentation in line with existing and new
     requirements with external contractors and central IT Services

3. IT Support
   • Assist members of the College in the use of information systems provided by the
     University and the College
   • Participate in the emergency on-call system
   • Carry out first and second level diagnosis and resolution of common computer faults
   • Assist the IT Systems Engineer in the installation, upgrading, maintenance, support
     and security of approved workstation software and hardware for members of the
     College
   • Maintain the continuity and consistency of services by communicating with and
     assisting other team members as required
   • Lead the team in the smooth operation and development of the IT service helpdesk

4. Other
   • Participate in the regular staff performance appraisal process
   • Take advantage of appropriate training opportunities as these arise, in order to keep
     up-to-date with relevant skills and developments
   • Ensure adherence to relevant IT policies and standards
   • Carry out other appropriate duties from time to time as required
Person Specification

Essential

- Excellent written skills and the ability to communicate clearly in English, in person, over the telephone and in online meetings
- Experience in and knowledge of the creation and maintenance of industry-standard technical and process documentation
- Ability to explain complex ideas and principles in an understandable and accessible way
- A relevant degree or equivalent IT qualification, or equivalent experience gained through work experience
- Ability to exercise sound judgement
- Excellent inter-personal skills and the ability to demonstrate a willing “can-do” manner and attitude to College members at all levels including academic members, support staff and students
- Extensive experience, and to a high 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 (up to Windows 10, 11 and beyond, and Mac OS X desktop operating systems
- Hands-on experience of more advanced PC troubleshooting, in particular networking, communications, and malware removal including viruses, Trojans, adware and spyware
- Enthusiasm for learning new skills in a rapidly developing IT environment
- Ability to organise and prioritise a variety of routine duties and support requests with the minimum of supervision, both independently and as part of a team, and ensure service level agreements are met
- Experience of user support in a helpdesk environment
- Ability to use initiative appropriately
- Ability to work well as a member of a small team

Desirable

- Experience of installing, configuring, and managing PC and Mac server software including Windows Server, Linux Servers and Mac OS X
- Experience in HTML5/CSS and have a sound knowledge of programming; in particular VBS, PHP and MySQL skills
- Broad understanding and experience of TCP/IP networking, network protocols and the principles of networking in a large routed network
- Experience of working within Oxford University or an Oxford College
• Experience with Microsoft Office365, MS SQL Server, Exchange Server, and Active Directory
• Knowledge of the Higher Education sector
• The use of online job-tracking and user administration systems
• The ability to quickly become an effective member of the team as soon as possible

What we offer

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.

<table>
<thead>
<tr>
<th>Duration</th>
<th>This is a fixed-term post anticipated to end on 31 October 2024. The post is offered at 0.6 FTE, 21 hours per week.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salary</td>
<td>The starting salary will be £17,257 for 21 hours per week, which is aligned to Band 6 of the Somerville College salary scale for support staff. The band has a full-time range from £28,763 to £32,348. The College pay spine is uplifted for cost of living on a regular basis, normally annually.</td>
</tr>
<tr>
<td>Hours and location of work</td>
<td>Hours of work to be agreed with the manager. Ideally, the hours will be spread over a minimum of 3 days per week. The post is based on-site at Somerville College, Woodstock Road, Oxford OX2 6HD. Some duties may require attendance at our off-site College properties which are within a short walking distance from the main College site.</td>
</tr>
<tr>
<td>Holiday Entitlement</td>
<td>The post holder will be entitled to pro-rata of 38 days' leave per holiday year (Oct-Sep) inclusive of 8 public holidays. Agreed College closure days will be deducted from the leave entitlement.</td>
</tr>
<tr>
<td>Pension</td>
<td>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).</td>
</tr>
<tr>
<td>Life Assurance</td>
<td>College Employees are covered by free life assurance for the duration of their employment (subject to age requirements).</td>
</tr>
<tr>
<td>Meal Entitlement</td>
<td>Meals on duty will be provided free of charge.</td>
</tr>
<tr>
<td>Sickness Benefit</td>
<td>A maximum of (pro-rata) six weeks' sick pay at full pay, calculated in any rolling twelve-month period, subject to satisfactory notification of absence and production of medical certificates.</td>
</tr>
<tr>
<td>Employee Assistance Service</td>
<td>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.</td>
</tr>
<tr>
<td>Childcare</td>
<td>Somerville runs a small on-site Nursery.</td>
</tr>
<tr>
<td>Training</td>
<td>The College will support the post holder to undertake any relevant training to enhance his or her work performance, and financial support for these development activities will be provided where appropriate.</td>
</tr>
<tr>
<td>Smoking policy</td>
<td>No smoking or vaping is allowed in any part of the College.</td>
</tr>
</tbody>
</table>
Parking
There is no parking on site.

Application Procedure

Your application should comprise

1. A completed application form
2. A curriculum vitae (CVs submitted on their own will not be considered)
3. An Equal Opportunities Monitoring form

Email your completed application form to: recruitment@some.ox.ac.uk quoting vacancy reference 900489 in the subject line.

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

The closing date for completed applications is Monday, 21 November 2022 at 10.00am (UK time)

Interviews will be held in Oxford as soon as possible after the closing date.

Equal Opportunities

Equal Opportunities data does not form part of the selection process and will not be circulated to the panel. Completion of the form is voluntary. Data is used to monitor the effectiveness of the College’s Equality and Diversity Policy and helps us meet our duties under the Equality Act 2010.

We are committed to ensuring that all applicants and staff are afforded equal opportunities within employment. Entry and progression 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 a protected characteristic. Where suitably qualified individuals are available, selection committees will contain at least one member of each sex.

Data Protection

All data supplied will be used only for the purposes of determining suitability for the post and will be held in accordance with the principles of the Data Protection Act, the General Data Protection Regulations 2018 and the College’s Data Protection Policy. [https://www.some.ox.ac.uk/somerville-college-gdpr-framework/](https://www.some.ox.ac.uk/somerville-college-gdpr-framework/)
Pre-employment screening

*Eligibility to work in the UK* - It is 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 before employment starts. You will need to provide original documents (and certified translations, if necessary).

*References* - Please provide details of at least two referees who have direct experience of your work through working closely with you. Where possible, at least one should be your line manager from your most recent job. Please indicate how each referee knows you. Your referees will be asked to comment on your suitability for the post, confirm the dates of your employment, and of any disciplinary processes which are still ‘live’. **Unless you state otherwise, we may approach your referees at any stage, please state clearly if you wish to be contacted before a referee is approached.**

*Fitness to work* - employment will be conditional upon confirmation that you are medically fit for the post (allowing for any reasonable adjustments that may be required, in line with the provisions of the Equality Act 2010). If necessary, the College may request that the successful candidate undertake a fitness to work assessment with their Occupational Health Provider before employment can commence.

October 2022