IT Support Technician

Full-time, permanent

Starting salary £26,445 (depending on skills and experience)

We have a fantastic opportunity for an individual with a passion for delivering high quality, responsive IT support to a wide range of users. As part of a small, dedicated team of IT professionals, you will have the technical knowledge, communication and problem-solving skills to provide first-line helpdesk services to our community of academics, students and support staff with a wide range of software and hardware needs. You will also provide essential support to the IT team to ensure that the College’s systems and networks are well maintained, helping to identify and fix issues and implement upgrades and new systems.

This is a busy, varied and hands-on role with a significant amount of face-to-face interaction with users. You will be adept at following and understanding IT helpdesk processes and have excellent customer service skills with the ability to confidently and sensitively support users with both routine and complex IT issues. Your duties will often require attendance at offices or meeting rooms across all College sites, and you must have the personal flexibility to be able to attend occasional pre-planned events requiring IT support which may occur at evenings or weekends. You will also participate in the IT on-call rota to provide emergency IT cover out of hours.

The IT team

The College’s IT staff 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); of College servers and systems; the College’s computer rooms; CCTV systems; telephone systems and mobile phones. We regularly liaise with external companies and contractors to provide software and hardware solutions and are responsible for overseeing the maintenance of compliance with IT policies in College as well as supporting the College’s web based activities.

About Somerville

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 as 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 Role

Service Desk
- Provide 1st line response to users - users will be expected to approach you for help in the first instance. Refer to 2nd and 3rd line support if unable to deal with the enquiry
- Manage the ICT Helpdesk system, resolving support calls in a timely, efficient manner. Escalate jobs to other members of the ICT team as required
- Answer email enquiries where possible, and forward/flag for team members if needed
- Staff the drop-in Helpdesk
- Assist other teams who also make use of the Service Desk system

Day-to-day computer support
- Assist the team in maintaining systems, configuring new PCs and other routine daily tasks
- Cover other team members’ absence to assist users with urgent computing needs. This might include evening and weekends if an urgent problem arises

College public computing facilities
- Ensure that the communal printers are stocked with paper
- Support the enforcement of rules for computer use in public areas (library)
- Maintain the configuration of the computers
- Aiding users of these facilities

Promoting Safe Cyber Security working practices
- Participate in the College cyber security campaigns
- Monitor and resolve issues with the College’s Antivirus and related software
- Ensure user-based systems comply with Information Security policies and practices
- Direct staff and students to best practice guidance from the College or University Information Security teams

Hardware and software purchasing and compliance
- Maintain stock levels and monitoring consumable usage
- Liaise with contractors providing services to us such as toner and printer maintenance
- Offer suggestions for the purchasing of IT equipment.

Induction of new College IT users
- Assist with onboarding and offboarding procedures of members of the College
- Keep electronic records of loan equipment to members of the College

General

The post holder will be expected to keep up to date with IT processes and policies and adhere to departmental service standards.

The role is very flexible, and the work will be partly unsupervised. The post holder must be capable and willing to work as and when required to meet urgent IT needs.
Selection Criteria

Essential

- Degree-level or equivalent qualification in an IT or related field or significant work experience in the field equivalent to degree-level knowledge
- Recent experience of providing generalist ICT administrative expertise in a medium or large sized organisation.
- User focused, with a passion for understanding and aiming to meet customer needs and service provision with special attention to accuracy and attention to detail.
- Extensive administrative experience of the following: Microsoft operating systems (server & desktop), network & domain management (including Active Directory), Group Policy.
- Extensive experience of common office software including Microsoft Office.
- Wide-ranging experience of computer hardware maintenance, network cabling and termination.
- Able to work proactively on own initiative to follow through with problem solving and research.
- A sound understanding of ICT fundamentals.
- Ability to work as a team that runs complex projects from design and development to production.
- Experience in the implementation of ICT systems and enterprise software.
- High personal standards of performance and a desire to develop skills and knowledge.
- An understanding of the key elements of ICT Cyber Security and Data Protection, and experience of helping end users comply with best practice in the area.
- Excellent interpersonal skills including ability to explain complex technologies with clarity and patience to a wide range of people with varied or no ICT skill levels.
- Ability to prioritise workload effectively, while under pressure and to provide flexibility and support within the ICT team.
- Flexible approach to working hours as occasionally required.
- Experience in running systems in a Virtual Environment.
- Knowledge of Apple operating systems (desktop and mobile).

Desirable

- Scripting experience using VBS and PowerShell.
- Experience of database use and design (Microsoft SQL Server, Microsoft Access).
- Experience of academic or research environments.
- Some experience of FortiNAC (Bradford Campus Manager)
- Knowledge of TCP/IP networking including routing, switching, firewall configuration and network security.
- Experience using Altiris deployment software.
- Experience with VMware.
- Experience with WordPress/Drupal and SharePoint.
**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 post is available immediately on a full-time, permanent contract. The appointment will be subject to pre-employment checks as listed below and is subject to successful completion of six-month probationary period.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salary</td>
<td>The salary is on the College’s Band 5 scale with a range between £26,445 to £29,605. Depending on skills and experience. The salary may be uplifted for exceptional candidates to a Band 6 post, following successful probation. The College pay spine is uplifted for cost of living on a regular basis, normally annually.</td>
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<tr>
<td>Hours and location of work</td>
<td>Total weekly hours will be 35 hours per week exclusive of meal breaks but some flexibility will be expected to cope with particularly busy periods. Actual start and finish times will be agreed with the IT Systems Manager.</td>
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<tr>
<td>Holiday Entitlement</td>
<td>The post holder will be entitled to pro-rata of 38 days holiday a year 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>
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<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>
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<tr>
<td>Meal Entitlement</td>
<td>Lunch will be provided free of charge on working days.</td>
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<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>
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<tr>
<td>Childcare</td>
<td>Somerville runs a small on-site Nursery.</td>
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<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>
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<tr>
<td>Parking</td>
<td>There is no parking on-site.</td>
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</table>
How to apply

There is no fixed closing date for this post. Applications will be assessed as they arrive. Early application is therefore advised as the vacancy will close as soon as a suitable candidate is identified.

Your application should comprise

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

Email you completed application form to: recruitment@some.ox.ac.uk please quote vacancy reference 900518 in the heading. Please indicate on your application, the post you are applying for.

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

Candidates who meet the selection criteria will be invited for interview as soon as possible after their application has been received. Interviews will start no earlier than 7 August 2023

Referees

Your application should include contact details for two referees who have recent experience of your work. One should be your most recent line manager. We will assume you are content for us to approach your referees at any stage unless you clearly indicate otherwise.

Equal Opportunities

Please download, complete and return SEPARATELY an equal opportunities recruitment monitoring form, which will assist us with monitoring equal opportunities in recruitment. This can be emailed to human.resources@some.ox.ac.uk

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 any protected characteristic. Where suitably qualified individuals are available, selection panels will contain at least one member of each sex

Your data

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 General Data Protection Regulations 2018 and the College’s policies. Further details are available at https://www.some.ox.ac.uk/about/policies-finances/privacy-foi/privacy-notice/
Pre-employment Screening
Any offer of employment will be subject to the following:

1. Documentory proof of right 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. Our Human Resources team will provide further details at the appropriate stage in the recruitment process.

2. Evidence of qualifications
You will be asked to provide original certificates and documentation to evidence any qualifications or training that is required for the role and that has been stated by you as having been obtained.

3. Medical fitness
Please note that any offer of employment will be conditional upon receipt of a completed pre-employment medical declaration. It may also be necessary to refer the successful candidate to the University of Oxford Occupational Health Service for confirmation 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).

4. Further checks
Where required for the role, further checks, such as DBS, may be required. The Human Resources team will advise applicants of the need for any additional checks as appropriate.

July 2023