



IT Support Assistant

Permanent, full time (35 hours per week)

Salary range £25,138 - £27,181 (depending on skills and experience)

We have a great opportunity for an organised and pro-active individual to provide high quality, responsive IT support to a wide range of users. As part of our small IT team, you will be at the forefront of our IT support function, delivering first-line helpdesk services to our community of academics, students and support staff with a wide range of software and hardware needs. You'll be a great communicator, adept at problem solving and at explaining technical information in an understandable way. You'll also be an integral part of our IT team, ensuring that the College's IT systems and networks are well maintained and helping to identify and fix issues and implement upgrades and new systems.

This is a busy role where you'll be hands on and have plenty of face-to-face interaction with our users. A positive approach, ability to follow processes and great customer service skills are essential. You'll need to have a degree of flexibility to attend offices or meetings rooms across college during the day and be able to attend occasional pre-planned events requiring IT support which might be on evenings or weekends.

You'll have the opportunity to learn about a wide range of IT services and processes and further training will be provided to help you progress your IT career as appropriate. The post is available on a permanent basis for 35 hours per week. The working pattern will be 5 days per week and is office based at our site on the Woodstock Road in Oxford.

Informal enquiries from prospective applicants may be directed to the IT Systems Manager via recruitment@some.ox.ac.uk



Further Particulars

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About the College

Somerville College was founded in 1879 to include the excluded. Named in honour of the pioneering Scottish mathematician and scientist Mary Somerville, we have a unique history of welcoming women and people of diverse faiths to Oxford when societal conventions barred their entry. It has been a mixed college since 1994. There are 200 graduate students currently reading for masters and doctoral degrees and about 450 undergraduates following three and four-year courses across a wide variety of disciplines. Further information about the College may be found at www.some.ox.ac.uk.

The IT Team

The College's IT Team is managed by the IT Systems Manager. He is supported by a part-time IT Systems Engineer and a full-time IT Support Technician whom the postholder of this role will work most closely with. IT staff manage all aspects of IT delivery across College including software and hardware support for users, maintenance of the physical network, servers and systems, computer rooms, CCTV systems and phones. They regularly liaise with external companies and contractors to provide software and hardware solutions and are responsible for overseeing IT policies in College as well as supporting the College's web based activities.

The role

To provide 1st line support for the delivery of IT services throughout the College including software and hardware support for all users in the College. The IT Support Technician will work across all the College's buildings and sites and must therefore be able and willing to travel between sites as required.

Main Duties

Service Desk

- Members of the College will be expected to approach the IT Support Assistant/Technician for help in the first instance. The IT Support Assistant will assist the IT Support Technician with 1st line support issues and will refer to 2nd and 3rd line support if they are unable to deal with the enquiry.
- Manage the ICT Helpdesk system, resolving support calls in a timely efficient manner. Responsible for escalating jobs to other members of the ICT team as required
- Answering email enquiries where possible, and forwarding to the IT Systems Engineer/Service Engineer or IT Systems Manager when problem/request is beyond experience
- Staffing the drop-in Helpdesk

Day-to-day computer support

- Assisting the IT Systems Engineer; IT Support Technician and IT Systems Manager in taking care of the systems, configuring new PCs and any other daily tasks
- Being available during other team members absence to assist members of the college with their urgent computing needs. This might also include evening and weekends if an urgent problem arises

College public computing facilities

- Ensuring that the printers are stocked with paper
- Maintaining the configuration of the computers
- Aiding users of these facilities

Promoting Safe Cyber Security working practices

- Participating in the College cyber security campaigns
- Monitoring and resolving issues with the Colleges Antivirus software and other such software
- Directing staff and students to best practice guidance from the College or University Information Security teams

Hardware and software purchasing and compliance

- Maintaining stock levels and monitoring consumable usage
- Liaising with contractors providing services to the College such as toner and printer maintenance as required
- The IT Support Assistant is not authorised to approve any expenditure, but they are encouraged to offer suggestions for the purchasing of IT equipment.

Stock control and management

- Update and monitor electronic records of loan equipment to members of the College

- The role is very flexible, and the work will be mostly supervised. The post holder must be capable and willing to work as and when required to meet urgent College IT needs.

General

- You will be expected to undertake any necessary training applicable to your role as well as training which applies to general College policies and processes such as health and safety training and data protection training.
- You will be required to familiarise yourself with and abide by the College policies and processes applicable to your role.
- You will be expected to be flexible in your approach to your duties and to undertake additional tasks based on departmental need commensurate with the level and seniority of your post.

Selection Criteria

Essential

- A-level or equivalent education or experience
- An understanding of and desire to meet customer needs and service provision with special attention to accuracy and attention to detail.
- Experience of common office software including Microsoft Office.
- Ability to work as a team.
- High personal standards of performance and a desire to develop skills and knowledge.
- 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.
- Flexible approach to working hours as occasionally required.

Desirable

- Experience of the following: Microsoft operating systems (server & desktop), network & domain management (including Active Directory), Group Policy.
- Experience of computer hardware maintenance, network cabling and termination.
- Experience of academic or research environments.
- Knowledge of Apple operating systems (desktop and mobile).
- A sound understanding of ICT fundamentals.

Salary, hours and benefits

- Appointments will normally be made at the start of the scale but will be determined dependent on the skills and experience of the selected candidate. The salary range is £25,138 - £27,181 (pay review pending).
- 35 hours per week Monday to Friday with occasional flexibility to attend out of hours events where IT support may be needed
- Generous contributory pension scheme with employer contribution of up to 16%
- 38 days annual leave per year (inclusive of bank holidays and flexible leave)
- Free lunch each working day and opportunities to attend College events

- Subsidised rate for on-site College Nursery
- Eligibility to apply for discounted travel pass loan
- Wide range of discounts and access to University gardens, libraries and museums
- Permanent contract
- Probationary period of three months

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

How to apply

Please use our online recruitment site via www.some.ox.ac.uk/jobs and follow the application instructions provided on screen. Please ensure you provide details of 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.

In addition to completing the online application form, please provide a covering letter explaining why you are applying and how you feel you match the selection criteria above. Please also include an up to date CV.

Any queries may be directed to recruitment@some.ox.ac.uk

Deadline

The closing date for the post is Noon (UK time) on Friday, 5 September 2024

Interviews

Candidates shortlisted for interview will be notified by email as soon as possible after the closing date.

Interviews will be held in person at Somerville College, Woodstock Road, Oxford OX2 6HD and are **likely to be held on Wednesday, 18 September 2024.**

Equal Opportunities

The policy and practice of the University of Oxford and Somerville College is that all staff are afforded equal opportunities within employment. Entry into employment and progression will be determined only by personal merit and the application of criteria which are related to the duties of each particular post. 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/privacy-foi/privacy-notice/>

Pre-employment Screening

Any offer of employment will be subject to the following:

1. Documentary 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.

August 2024