IT Operations Officer

Salary Scale: Grade 6 (£28,098 p.a. to £33,518 p.a.)

Nature of Contract: Permanent

Reporting to: Head of IT

Background

Green Templeton College (GTC) is the University of Oxford’s newest college. We are international in membership and outlook, lively and supportive in spirit, with an intellectual agenda focusing on issues relating to human welfare.

GTC is a graduate college with approximately 600 students, 200+ fellows and 45 members of staff aiming to lead the way in postgraduate education at the University of Oxford. It aims to be a truly contemporary college: friendly, informal, outward-looking, and future-focused in a traditional Oxford setting.

GTC is situated between the Radcliffe Observatory and Observatory Street on Woodstock Road, within easy walking distance of the City Centre, the Said Business School, and the University Science Area.

Overview of the Role

We are seeking a suitably qualified and enthusiastic individual to work within a small team and take responsibility for the operation of the College’s Information Technology systems. This involves providing day to day support to all College members, staff and students, monitoring IT performance, resolving incidents and managing IT assets.

This post would suit someone experienced in front line IT support who is interested in developing broader skills around, preventative maintenance, asset management and customer engagement.
The IT Operations Officer will be working with, and reporting directly to the Head of IT who will be his/her Line Manager. As a member of a small team, there will be overlap between this role and that of the Technical Service Manager and Head of IT, and there is scope to develop skills across the full range of areas within the IT environment.

**IT at Green Templeton College**

The Information Technology Services department is responsible for all IT provision for Green Templeton College. This provision covers support at the main College site on Woodstock Road, as well as support for College accommodation in a number of locations in north and central Oxford. This includes support not only of computer equipment and software, but also audio-visual and telephone equipment.

The site is predominantly Windows orientated, with the server environment focusing on Windows 2008/2012. GTC runs a network and server infrastructure to support file and print services, electronic mail, access to library catalogues and journals, web servers, EPOS, financial systems, Alumni database CRM and security systems.

The network is connected to the Oxford University Data Network, which is in turn connected to the UK Universities network (JANET) and thence to the Internet. All of the College accommodation, both on and off site, is connected to the College and University network, and offers wireless network access.

**Job Description**

**Main purpose of job:**

1. Providing operational IT support to fellows, staff and students in a timely manner, troubleshooting hardware issues and installing and maintaining software. This includes:
   a. troubleshooting hardware and software issues,
   b. installing and configuring new software,
   c. routine 1st line service requests,
   d. providing and maintaining secure access to files and applications for both onsite users and remote working users.
   e. maintaining a high level of availability for college IT systems,
   f. providing AV support for seminars, lectures and workshops including supporting participants/speakers with laptop connections and AV presentations.
2. Monitoring and reporting IT performance and customer satisfaction and identifying improvement initiatives.
3. Working with users to scope out new IT requirements and work within the IT team to deliver new capability.
4. Managing the IT hardware and software assets including support contracts and licencing.
5. Provision of advice on IT operations, hardware and software purchase and IT policies ensuring user compliance with these policies.
**General requirements:**

1. To be willing to work flexible hours on occasions to meet the needs of the College.
2. To be self-motivated and able to plan and deliver results independently.
3. To able to engage well with people both within the team and across the college.
4. On occasion, the job will require the manual handling of desktop and server equipment in accordance with health and safety guidelines.
5. The IT team is small and the IT Operations Officer will be required to assist other members of the team from time to time.
6. Be willing to learn and develop new technical and management skills.

**Qualifications, experience and skills required**

Applicants should:

* Be highly enthusiastic and motivated to provide services and support to users.
* Have experience of supporting Windows 7/XP Workstations in a networked environment;
* Have experience of and enjoy troubleshooting complex workstation problems, and troubleshooting TCP/IP network issues;
* Have working knowledge of the MS Windows Server environment up to 2012 R2, with competency as a network administrator within a Windows environment;
* Be a confident user of MS Office applications
* Be able to work largely unsupervised and use their own initiative to prioritise tasks in order to ensure that the College IT facilities operate to the satisfaction of its users.
* Be able to work supportively in a tight knit team, with a systematic approach to problem solving;
* Be well presented and articulate;
* Demonstrate excellent interpersonal skills and competence in the provision of user support;
* Be committed to good customer care;
* Be able to develop and enhance their expertise in relevant fields;
* Have a flexible approach to work and the duties to be carried out.

In addition other desirable points are:

* Previous audio visual experience;
* Experience with Voice over IP telephony;
* Previous experience of Software Asset management
* Previous experience of managing a budget
* Knowledge of best policy and practice for network security

The successful applicant will be expected to maintain and enhance their relevant professional knowledge. Training opportunities are available.
The post holder will be provided with workspace in the College and will be expected to be in College during the daily working hours agreed. It is useful for the post holder to be flexible in their hours.

**Terms and Conditions of Employment**

**Employer:** Green Templeton College. The College is an independent employer and does not automatically apply University of Oxford employment terms and conditions or policies.

**Reporting:** IT Director

**Location:** The successful applicant will be based on the site at Green Templeton College, Woodstock Road, Oxford, OX2 6HG. The post occasionally requires travelling to and working at other College and University sites.

**Duration:** This post is offered on a permanent contract. The position is subject to a six month probationary period.

**Hours:** Working hours are 37.5 hours per week. Some unsocial working hours may be required.

**Salary:** University Grade 6, currently £28,098 p.a. rising to £33,518 p.a.

**Holiday:** 38 days per annum (including 8 Bank Holidays and three college closure days).

**Sickness:** Related to the length of service, rising to six months full pay and six months half pay after five years of service.

**Pension:** The post is pensionable and the post holder eligible for membership of the Universities Superannuation Scheme (USS).

*Free lunches are provided when the kitchens are open.

** Parking is available on site on a first come first served basis. This is not a contractual right for staff and may be removed at any time if the College needs to change its arrangements.

**How to apply**

Please submit the following, quoting job reference number GTC-124 to hr@gtc.ox.ac.uk

A curriculum vitae giving details of relevant achievements as well as your educational and professional qualifications.

A covering letter that summarises your interest in this post, providing evidence of your ability to match the criteria outlined in the Person Specification.
Details of your latest salary, notice period and names and contact details of two referees. We will assume that we are free to approach referees at any stage of the application process unless the applicant states otherwise. Please state such requirements explicitly alongside the details of the relevant referee(s);

Telephone contact numbers, which will be used with discretion.

It is possible, but not preferred, to send applications by post to Human Resources Department, Green Templeton College, Woodstock Road, Oxford OX2 6HG.

**Recruitment Timetable**

The closing date is Monday, 5th March 2018 at 12 noon. Interviews will be held on Monday, 19th March 2018. As there are several staff members involved in the selection process it will not be possible to alter the interview date.

In the interests of economy we will only contact those candidates who have been shortlisted for interview and they will be informed by telephone or email. Applicants are welcome to telephone or e-mail to check the progress of their application.

**Data Protection**

All data supplied by applicants 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.

**Travel Expenses**

The College will reimburse receipted travel expenses to interview at the rate of a second class rail fare, within the UK.