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# Job description and selection criteria

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| Job title | IT Officer |
| Division | Social Sciences |
| Department | Saïd Business School |
| Location | Park End Street / Egrove Park Oxford |
| Grade and salary | Grade 4: £19,972 - £23,121 with a discretionary range to £25,251 p.a. |
| Hours | Full time |
| Contract type | Permanent |
| Reporting to | **IT Helpdesk Manager** |
| Vacancy reference | 104978 |

## Introduction

### The University

The University of Oxford is a complex and stimulating organisation, which enjoys an international reputation as a world-class centre of excellence in research and teaching. It employs over 10,000 staff and has a student population of over 21,000.

Most staff are directly appointed and managed by one of the University’s 130 departments or other units within a highly devolved operational structure - this includes 5,900 ‘academic-related’ staff (postgraduate research, computing, senior library, and administrative staff) and 2,820 ‘support’ staff (including clerical, library, technical, and manual staff). There are also over 1,600 academic staff (professors, readers, lecturers), whose appointments are in the main overseen by a combination of broader divisional and local faculty board/departmental structures. Academics are generally all also employed by one of the 38 constituent colleges of the University as well as by the central University itself.

Our annual income in 2010/11 was £920m. Oxford is one of Europe's most innovative and entrepreneurial universities: income from external research contracts exceeds £376m p.a., and more than 60 spin-off companies have been created.

For more information please visit [www.ox.ac.uk](http://www.ox.ac.uk)

### Social Sciences Division

The Division is one of four Divisions in the University, each with considerable devolved budgetary and financial authority; and responsibility for providing a broad strategic focus across its constituent disciplines. It represents the largest grouping of social sciences in the UK: home to a number of outstanding departments and to the internationally ranked Law Faculty; all are committed to research to develop a greater understanding of all aspects of society, from the impact of political, legal and economic systems on social and economic welfare to human rights and security. That research is disseminated through innovative graduate programmes and enhances undergraduate courses.

For more information please visit: <http://www.ox.ac.uk/divisions/social_sciences.html>

### Saïd Business School

The Saïd Business School is part of Oxford University and provides a range of business courses at Masters level, including the one-year MBA; the Executive MBA, and two programmes run jointly with other University departments: the Masters in Financial Economics and the Masters in Law & Finance. In addition, the School offers a Doctoral Programme. A wholly-owned subsidiary company (Oxford Saïd Business School Limited) runs a number of open and customized executive education programmes, including some that offer a qualification. Originally founded in 1990, the School is rapidly establishing itself as one of the world’s leading centres for management education. Intellectually rigorous, it addresses issues that are of a direct concern to businesses and policy-makers. The School is also a world-leading centre for business-related research, including specialisations in strategy and entrepreneurship, operations management, finance, accounting and marketing.

Further information on the Saïd Business School is available at [www.sbs.ox.ac.uk](http://www.sbs.ox.ac.uk)

## Recruiting Department

The Information Technology department at Saïd Business School is responsible for all IT provision at the School’s two sites: Park End Street and Egrove Park. This includes computer, printing, network infrastructure, enterprise-wide software applications, services sourced from the University of Oxford Central IT, and IT support for students, faculty, staff and executive participants. The IT Team provides support to the Audio Visual Team across both sites.

In 2012 the School will open a new building at the Park End Street site, doubling the size of the facility and requiring additional IT support. In addition, the School has adopted a new IT strategy and architecture and is undertaking a series of initiatives in three areas: new web content management system, new course management system, and dramatically increased collaboration with Central IT and movement to the Oxford Cloud and Oxford services including: server hosting; University Single Sign On; University LMS; and University email and calendaring.

The network has a 1 Gbs fibre backbone with 100Mbs to the desktop. The network is connected to the Oxford University backbone network, which is in turn connected to the Joint Academic Network (JANET). This provides extremely high internet bandwidth.

Systems and software in use:

* Drupal, Microsoft SharePoint, Exchange, SQL Server, Windows Server, Windows XP, Windows 7, Visual Studio, Office, IIS Server, VMware, Sakai, Symantec Backup Exec, Sage Accounts & CRM, GFI, Adobe Creative Suite, Hotel Management Software – KX & Tiger, Video conferencing & WebEx, Blackberry Messaging Server, Linux Ubuntu Server, Mac OSX Leopard, Snow Leopard & Lion, Cisco switches & routers, Dell Servers, Desktops & laptops, Apple MacBooks, iMacs, iPads, iPhones, Dell SANs, QNAP NAS, Juniper Firewalls

## Job description

### Overview of the role

The IT Department at the Saïd Business School manages a wide ranging portfolio of projects to support and enhance the School’s systems and processes and an IT officer is required to support the helpdesk function

**Duties and responsibilities**

* Responsible for managing own workflows such as direct customer interaction, telephone, e-mail and service desk incidents and requests in accordance to internal and external Service Level Agreements outlined and communicated by your Line Manager (these will be subject to change as the need of the IT Helpdesk develops);
* Act as first point of contact for all staff members and students coming to IT Helpdesk for support at (but not limited to) the designated times and ensure that a first class customer service is delivered every time;
* Provide 1st and occasionally 2nd line support to both staff members and participants/students at the Saïd Business School sites;
* Act as a mentor for new starters, ensuring that they are suitably orientated with the areas covered by the IT Helpdesk and have correct access to the appropriate systems and applications;
* Provide technical support and troubleshooting for photocopiers and printers such as multifunctional devises;
* Provide technical support and troubleshooting for mobile devices and tablets such as iPhone, iPad and Blackberry’s
* Cover both Egrove Park and Park End Street as well as other Saïd Business School off site locations as and when it is operationally needed (as communicated by your line manager);
* Liaising with suppliers including research, evaluation and recommendation and ordering of new hardware and software to ensure that the IT network and service continuously improves;
* Responsible for the building and support of PC desktop and laptop systems. Providing Helpdesk and customer support to Faculty, staff and students. Troubleshooting hardware, software and network connectivity problems;
* Assisting with maintaining and improving the network, including infrastructure, routine server maintenance and telecommunications system provisioning
* Maintain and enhance personal professional IT knowledge.

**Selection Criteria**

**Essential**

1. Experience of supporting Apple Mac, Windows 2000/XP/Vista and 7 workstations in a TCP/IP networked environment;
2. High level experience of maintaining and supporting Microsoft Active Directory
3. Demonstrable experience of delivering excellent pro-active customer service in an IT environment;
4. Demonstrable experience of working supportively and collaboratively in a tight knit team;
5. Experience of being self-organised and able to multi-task and prioritise across a diverse workload of tasks.
6. Able to work calmly and efficiently, sometimes under pressure, with interruptions, and to work well with a wide range of people. Willingness and flexibility to take on and handle a variety of tasks, often at short notice;
7. Have a high level of experience in troubleshooting complex desktop problems;
8. Experience of working largely unsupervised and use their own initiative to carry out the listed duties;
9. Be well presented and articulate;
10. Demonstrate experience of excellent interpersonal skills including highly developed telephone skills with both inbound and outbound calls;
11. Have a flexible approach to work and the duties to be carried out.

**Desirable**

1. SharePoint 2003, 2007 and 2010 experience;
2. Web administration experience in a Microsoft IIS environment;
3. Experience of iPhone, iPad and Blackberry - Setting up and troubleshooting
4. Hold or be studying for a Microsoft certified qualification;

The successful applicant will be expected to maintain and enhance their relevant professional knowledge.

**General Conditions**

The appointment will be on Grade 4 and the starting salary of the successful candidate will be fixed according to experience. The appointment will be subject to a six-month probationary period. This is a full-time post equivalent to 36.5 hours per week, the actual

distribution of those hours to be agreed. The appointment of the nominated candidate will be subject to the satisfactory completion of a medical questionnaire.

The post holder will be entitled to 38 days holiday pro rata (inclusive of public holidays).

The policy and practice of the University of Oxford require that all staff are afforded equal opportunities within employment and that entry into employment with the University 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 his or her sex, marital status, sexual orientation, racial group, disability or age.

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 University's Data Protection Policy.

Applicants should have evidence of their eligibility to work in the UK. Applicants who would need a work visa if appointed to the post, are asked to note that under the UK’s new points-based migration system they will need to demonstrate that they have sufficient points, and in particular that:

(i) They have sufficient English language skills (evidenced by having passed a test in basic English, or coming from a majority English-speaking country, or having taken a degree taught in English)

And

(ii) That they have sufficient funds to maintain themselves and any dependents until they receive their first salary payment

Further information is available at:

<http://www.ukba.homeoffice.gov.uk/workingintheuk/tier2/generalarrangements/eligibility/>

**Working at the University of Oxford**

For further information about working at Oxford, please see:

<http://www.ox.ac.uk/about_the_university/jobs>

**How to apply**

If you consider that you meet the selection criteria, click on the **Apply Now** button on the ‘Job Details’ page and follow the on-screen instructions to register as a user.

You will then be required to complete a number of screens with your application details, relating to your skills and experience. When prompted, please provide details of two referees and indicate whether we can contact them at this stage.

Applications must consist of the following:

* a curriculum vitae
* a covering letter explaining how the candidate meets the eligibility and selection criteria (no more than 1-2 pages) and

Your application will be judged solely on the basis of how you demonstrate that that you meet the selection criteria outlined above and we are happy to consider evidence of transferable skills or experience which you may have gained outside the context of paid employment or education.

Please save all uploaded documents to show your name and the document type.

All applications must be received by **midday** on the closing date stated in the online advertisement.

Should you experience any difficulties using the online application system, please email [vacancies@sbs.ox.ac.uk](mailto:vacancies@sbs.ox.ac.uk)

To return to the online application at any stage, please click on the following link [www.recruit.ox.ac.uk](http://www.recruit.ox.ac.uk)

Please note that you will be notified of the progress of your application by automatic e-mails from our e-recruitment system. Please check your spam/junk mail regularly to ensure that you receive all e-mails.