Li Ka Shing Centre for Health Information and Discovery

<table>
<thead>
<tr>
<th>Job title</th>
<th>IT Support Officer</th>
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<tbody>
<tr>
<td>Division</td>
<td>Medical Sciences Division</td>
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<tr>
<td>Department</td>
<td>Li Ka Shing Centre for Health Information and Discovery - NDM</td>
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<tr>
<td>Location</td>
<td>Li Ka Shing Centre for Health Information and Discovery, Old Road Campus, Headington, Oxford</td>
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<tr>
<td>Grade and salary</td>
<td>Grade 5: £25,941 – £30,942</td>
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<tr>
<td>Hours</td>
<td>Full time (36.5 hours per week)</td>
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<tr>
<td>Contract type</td>
<td>Fixed term for 2 years</td>
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<td>Reporting to</td>
<td>IT Coordinator</td>
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<tr>
<td>Vacancy reference</td>
<td>144832</td>
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**About the University of Oxford**

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford's researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual's unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities. Income from external research contracts in 2016/17 exceeded £564m and we rank first in the UK for university spin-outs, with more than 130 companies created to date. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford. For more information, please visit [www.ox.ac.uk/about/organisation](http://www.ox.ac.uk/about/organisation).
Li Ka Shing Centre for Health Information and Discovery

**Medical Sciences**

The Medical Sciences Division is an internationally recognized centre of excellence for biomedical and clinical research and teaching. We are the largest academic division in the University of Oxford.

World-leading programmes, housed in state-of-the-art facilities, cover the full range of scientific endeavour from the molecule to the population. With our NHS partners we also foster the highest possible standards in patient care.

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

**Nuffield Department of Clinical Medicine (NDM) …fostering your career in science**

The Nuffield Department of Clinical Medicine (NDM) is one of the largest departments of the University of Oxford and is part of the Medical Sciences Division, with responsibility for a significant part of the teaching of clinical students within the Medical School.

NDM has significant financial turnover and complexity, resulting from its diverse research portfolio, its geographical spread and its close links with NHS funding and strategic teams involved in the development and delivery of increasingly integrated clinical research platforms. For more information please visit: [http://www.ndm.ox.ac.uk/home](http://www.ndm.ox.ac.uk/home)

The Nuffield Department of Clinical Medicine has been presented with a Departmental Athena SWAN Silver award in recognition of the commitment made to promote gender equality through our organisational and cultural practices and our efforts to improve the working environment for both men and women. For more information please see our Departmental Athena SWAN pages: [https://www.ndm.ox.ac.uk/working-for-ndm/aboutndmatheneswan/](https://www.ndm.ox.ac.uk/working-for-ndm/aboutndmatheneswan/)

**The Li Ka Shing Centre for Health Discovery – NDM**

The Li Ka Shing Centre for Health Information and Discovery incorporates two related research institutes at the heart of Oxford University's major biomedical campus in Headington. The 2 research institutes, the Target Discovery Institute (TDI) and the Big Data Institute (BDI), underpin the development of new types of research activity in the University. They have been developed with novel concepts in mind and represent the first examples of these types of research endeavours in academia anywhere in the world.

The NDM Research Building constructed for the Nuffield Department of Medicine in 2013 includes many academic partners including the Department of Cardiovascular Medicine and BHF Centre of Research Excellence (BHF Centre for Cardiovascular Target Discovery), Department of Radiation Oncology and Biology, Ludwig Cancer Institute, Kennedy Institute of Rheumatology, Structural Genomics Consortium and the Department of Chemistry.
Research facilities provided include high-throughput cell-based screening facility, cell-based assay development program, proteomics facility, medicinal chemistry and chemical biology programs and containment level three laboratories.

The Big Data Institute (BDI), is a newly opened, interdisciplinary research centre located within the University of Oxford’s Old Road Campus. The Institute will combine researchers from genomics, epidemiology and infectious disease alongside those from computer science, statistics and engineering to develop the field of big data as applied to biomedical research. Scientists working in the Institute will form an analytical hub, deeply connected to the wider experimental and clinical community in Oxford and beyond, working to solve some of the major challenges in medical research. The BDI aims to develop, evaluate and deploy efficient methods for acquiring and analysing information at scale and for exploiting the opportunities presented by large-scale studies. The Institute will provide core facilities in high-performance computing and high-capacity data management. When full occupied it will house over 350 researchers, of which approximately half will sit within NDM.

Job Description

Overview of the role

This post will play a key role in the NDMRB-BDI IT Team that supports all NDM staff in both institutes on the Old Road Campus. The focus of this new role will be to provide efficient and effective first line support to academics, researchers, support staff, students and visitors based in the faculties supported by the team.

We are looking for someone who wants to further develop their skills and expertise in identifying and understanding users’ IT requirements, analysing information to determine how problems should be addressed and by whom, tracking progress, and communicating clearly with staff so that they know when and how their request will be addressed.

You will work closely with members of the Medical Sciences IT Team, who will undertake second and third line support, and provide specialist advice, as required. You will also interact directly with staff at all levels, and will make a real difference to the quality of service that they receive.

This is a fast paced and varied role, requiring excellent communication and customer service skills as well as a broad understanding of IT. By reducing the first-line support work for some of the other team members, it will enable them to undertake a range of process and infrastructure reviews, and to identify and implement improvements.
Responsibilities

Support and advice
- Provide a high quality service to academics, administrative staff and students by responding to IT queries in a helpful and timely manner, resolving straightforward problems, and referring more complex problems to other team members as appropriate.
- Provide advice to staff on how to use software and online platforms, and how to manage compatibility issues involving University-wide systems (e.g. Oracle Financials).
- Provide advice on policies and procedures, e.g. processes for requesting equipment or a replacement computer.
- Assist with the setup of new computers, installing software, and troubleshooting issues, including with desktops, laptops, AV equipment and printers.
- Assist with resolving issues associated with Office 365

Tracking and reporting progress
- Accurately and consistently document all support requests to ensure that relevant information is captured and understood; tracking requests and reporting on progress.

Communications
- Help ensure that policies and processes are communicated to faculties.
- Ensure that individuals are informed of progress in addressing requests and issues raised by them.

General
- Make a positive contribution to the team, e.g. through active participation in team meetings; demonstrating discretionary effort; completing tasks; contributing ideas.
- Other duties, as specified by the Head of the team in line with the above duties, e.g. maintaining inventory, helping to complete Information Security self-assessments.

Selection criteria
- A good level of education and/or equivalent experience in a relevant discipline
- Excellent verbal and written communication skills, including the ability to communicate complex technical issues to experts and non-experts at all levels
• Demonstrable focus on responsive and reliable customer service, with a proven ability to triage incoming problems and work well under pressure, delivering user-focused results

• Excellent organisational skills with the ability to multi-task

• Experience of providing first-line IT support, such as providing advice (e.g. on a helpdesk), setting up computers and printers, working with users to identify and resolve problems, and identifying problems and referring them to relevant IT staff with specialist skills.

• Ability to manage own time effectively and to be prompt and punctual

• Experience of working effectively within a team and collaborating with others

• Drive, self-motivation and ability to work under own initiative

• Ability to follow processes and procedures

• Ability to work accurately and confidently with tools (such as a ticketing system for requests) and technology

Desirable

• IT support experience within higher education institutions

• ITIL Foundation Certification in IT Service Management or higher and/or basic IT Certification (e.g. Comp TIA A+, CCNA, MCSE)

• Knowledge and experience of supporting a wide range of IT applications, platforms and technologies

• Knowledge and experience of supporting Apple Macs as well as Windows PC within an educational environment

How to apply

Before submitting an application, you may find it helpful to read the ‘Tips on applying for a job at the University of Oxford’ document, at https://www.ox.ac.uk/about/jobs/research/

If you would like to apply, click on the Apply Now button on the ‘Job Details’ page and follow the on-screen instructions to register as a new user or log-in if you have applied previously. Please provide details of two referees and indicate whether we can contact them now.

You will also be asked to upload a CV and a supporting statement. The supporting statement must explain how you meet each of the selection criteria for the post using examples of your skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants).
Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

Please upload all documents as PDF files with your name and the document type in the filename.

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

Information for priority candidates

A priority candidate is a University employee who is seeking redeployment because they have been advised that they are at risk of redundancy, or on grounds of ill-health/disability. Priority candidates are issued with a redeployment letter by their employing departments.

If you are a priority candidate, please ensure that you attach your redeployment letter to your application (or email it to the contact address on the advert if the application form used for the vacancy does not allow attachments)

Should you experience any difficulties using the online application system, please email recruitment.support@admin.ox.ac.uk. Further help and support is available from www.ox.ac.uk/about_the_university/jobs/support/. To return to the online application at any stage, please go to: www.recruit.ox.ac.uk.

Please note that you will receive an automated email from our e-recruitment system to confirm receipt of your application. Please check your spam/junk mail if you do not receive this email.
Important information for candidates

Data Privacy

Please note that any personal data submitted to the University as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the University’s Privacy Notice for Job Applicants at: [www.admin.ox.ac.uk/councilsec/compliance/gdpr/privacynotices/job/](http://www.admin.ox.ac.uk/councilsec/compliance/gdpr/privacynotices/job/). The University’s Policy on Data Protection is available at: [www.admin.ox.ac.uk/councilsec/compliance/gdpr/universitypolicyondataprotection/](http://www.admin.ox.ac.uk/councilsec/compliance/gdpr/universitypolicyondataprotection/).

The University’s policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for all academic posts and some academic-related posts. The University has adopted an EJRA of 30 September before the 69th birthday for all academic and academic-related staff in posts at grade 8 and above. The justification for this is explained at: [www.admin.ox.ac.uk/personnel/end/retirement/acrelretire8+](http://www.admin.ox.ac.uk/personnel/end/retirement/acrelretire8+).

For existing employees, any employment beyond the retirement age is subject to approval through the procedures: [www.admin.ox.ac.uk/personnel/end/retirement/acrelretire8+](http://www.admin.ox.ac.uk/personnel/end/retirement/acrelretire8+).

There is no normal or fixed age at which staff in posts at grades 1–7 have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

Equality of Opportunity

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. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Benefits of working at the University

**Employee benefits**

University employees enjoy 38 days’ paid holiday, generous pension schemes, travel discounts, and a variety of professional development opportunities. Our range of other employee benefits and discounts also includes free entry to the Botanic Gardens and University colleges, and discounts at University museums. See [www.admin.ox.ac.uk/personnel/staffinfo/benefits](http://www.admin.ox.ac.uk/personnel/staffinfo/benefits).

**University Club and sports facilities**

Membership of the University Club is free for all University staff. The University Club offers social, sporting, and hospitality facilities. Staff can also use the University Sports Centre on
Li Ka Shing Centre for Health Information and Discovery
Iffley Road at discounted rates, including a fitness centre, powerlifting room, and swimming pool. See www.club.ox.ac.uk and www.sport.ox.ac.uk/oxford-university-sports-facilities.

Information for staff new to Oxford

If you are relocating to Oxfordshire from overseas or elsewhere in the UK, the University's Welcome Service website includes practical information about settling in the area, including advice on relocation, accommodation, and local schools. See www.welcome.ox.ac.uk. There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependents. See www.admin.ox.ac.uk/personnel/permits/reimburse&loanscheme/.

Family-friendly benefits

With one of the most generous family leave schemes in the Higher Education sector, and a range of flexible working options, Oxford aims to be a family-friendly employer. We also subscribe to My Family Care, a service that provides practical advice and support for employees who have caring responsibilities. The service offers a free telephone advice line, and the ability to book emergency back-up care for children, adult dependents and elderly relatives. See www.admin.ox.ac.uk/personnel/staffinfo/benefits/family/mfc/.

Childcare

The University has excellent childcare services, including five University nurseries as well as University-supported places at many other private nurseries. For full details, including how to apply and the costs, see www.admin.ox.ac.uk/childcare/.

Disabled staff

We are committed to supporting members of staff with disabilities or long-term health conditions. For further details, including information about how to make contact, in confidence, with the University’s Staff Disability Advisor, see www.admin.ox.ac.uk/eop/disab/staff.

Staff networks

The University has a number of staff networks including the Oxford Research Staff Society, BME staff network, LGBT+ staff network and a disabled staff network. You can find more information at www.admin.ox.ac.uk/eop/inpractice/networks/.

The University of Oxford Newcomers’ Club

The University of Oxford Newcomers’ Club is an organisation run by volunteers that aims to assist the partners of new staff settle into Oxford, and provides them with an opportunity to meet people and make connections in the local area. See www.newcomers.ox.ac.uk.