Job Description

University Administration and Services — UAS

UNIVERSITY OF OXFORD

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Summary

Job title	Systems Administrator
Division	University Administration and Services
Department	Estates Services – Business Administration
Location	The Malthouse, Tidmarsh Lane, Oxford, OX1 1NQ
Grade and salary	Grade 7: £36,024 – £44,263 per annum
Hours	Full time
Contract type	Permanent
Reporting to	Head of Systems
Vacancy reference	169503

The role

The post holder will be a key member of the System Administration team. Their primary roles will be to provide support to users of the Estates Facilities Management software and to develop and manage the software to meet the needs of both existing and new users and to manage other systems in use throughout Estates Services and well as offering advice and support on the choice, purchase and management of new systems as required.

The post holder will be expected to have an excellent knowledge of database management including experience of running queries and producing management reports and experience of implementing software solutions within a FM environment. The post holder will also be required to familiarise themselves with and become user champions of any new software packages that may be purchased by Estates Services.

Responsibilities

- Systems management responsibility for the Estates Services systems currently in use and in use in the future
- Responsible for the effective and efficient operation of the systems working to an agreed service level.
- Line manage the team of systems administrator assistants, to include setting objectives, carrying out PDRs, performance and absence management etc.
- Prioritise own workload and that of the systems administrator assistants.
- Resolve issues arising from different uses and requirements of the systems and, having decided on a resolution make recommendations to solve the issues and improve system effectiveness.
- Develop, maintain and own policies and procedures required to operate large scale systems and ensure that they are utilised and adhered to, updating as necessary.
- Act as expert for the University on the facilities management system and as an expert for Estates Services for in-house systems.
- Act as 2nd line support for the solutions, and backup to 1st line support.

- Provide routine communications to departments with regard to using systems.
- Escalate problems that cannot be solved in house, with 3rd party suppliers.
- Develop and ensure adherence to a roadmap of enhancements for the systems.
- Assist in the management of all Estates Services systems.
- Create bespoke user and training guides as and when new solutions are delivered by Estates Systems and deliver training sessions as required. (Written or video)
- Manage 3rd party contractors and the choice thereof, including; for the specification of services; contractor selection; tendering; negotiation; performance monitoring and; management to deliver systems
- Audit existing business processes and make recommendations on how the use of IT solutions can enhance customer service and provide better value for money both in Estates Services, and the wider University.
- Develop, run and export both routine and ad-hoc reports required for staff and managers to manage work and make decisions.
- Conduct enquiries into system failures and flaws, indicating where improvements are required and suggesting what these improvements should be.
- Take ownership of issues and escalate to relevant parties, report on resolutions.
- Adhere to and, where relevant, implement University policies and guidance
- Maintain up to date knowledge of Health & Safety and all other regulations
- Maintain the excellent customer service ethos of Estates Services and ensure that all policies and approaches take this into account
- Be prepared to take on additional responsibilities commensurate with grade, as required.

Selection criteria
Essential selection criteria

- A relevant degree or equivalent and relevant work experience
- Demonstrable skills and track record of supporting and maintaining a bespoke IT application
- Strong IT skills in a modern office environment
- Experience of leading a small technical team.
- Able to work on own initiative and a part of a larger team
- Strong technical skills, including a good understanding of Software as a Service (SaaS)
- Proven track record of successfully managing relationships with software suppliers.
- Be able to demonstrate the ability to communicate effectively in writing as well as orally.
- Excellent analysis and problem-solving skills
- An in-depth knowledge of Microsoft office applications including excel and word. Able to use Excel or equivalent to deliver meaningful reports from data exports from a system.
- Understanding and commitment to providing excellent customer service.
- Able to manage complex and difficult situations firmly and diplomatically
- Good communication skills, both verbal and written, with the ability to work with staff at all levels in the University.
- A willingness to work as part of a team with an approachable and helpful attitude.
- Good at problem resolution. Able to work on own initiative, but not afraid take advice or escalate as necessary and to prioritise multiple, and often conflicting, demands.
- Able to find, comprehend and apply appropriate technical information and to communicate it to the lay person.
- Able to analyse, document and recommend improvements to existing processes

Desirable selection criteria
- Have attained ITIL Foundation certificate.
- Experience of IT solutions in an estates environment.

Pre-employment screening

Standard checks

If you are offered the post, the offer will be subject to standard pre-employment checks. You will be asked to provide: proof of your right-to-work in the UK; proof of your identity; and (if we haven't done so already) we will contact the referees you have nominated. You will also be asked to complete a health declaration so that you can tell us about any health conditions or disabilities for which you may need us to make appropriate adjustments.

Please read the candidate notes on the University's pre-employment screening procedures at: https://www.jobs.ox.ac.uk/pre-employment-checks

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 and we rank first in the UK for university spin-outs, and in recent years we have spun out 15-20 new companies every year. 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.

Estates Services

Estates Services is responsible for the management and strategic development of the University's functional and commercial estate, comprising 440 buildings, and associated infrastructure. The University's functional buildings include specialist research buildings, teaching laboratories and lecture halls, sports facilities, libraries and museums, administrative and ceremonial buildings. Commercial properties include graduate accommodation, office space, warehouses and agricultural land and property.

The day-to-day responsibilities of Estates Services include managing the capital building programme, aimed at delivering world class new buildings; repairs and maintenance, including upkeep of some of the finest buildings in the city; facilities management for a number of University buildings; the provision of central services such as mail room services; maintaining a safe and secure physical environment; the allocation of space for departmental use; property acquisitions, disposals and leases; accommodation for graduate students at eight sites, as well as housing for key staff; conserving Wytham Woods and University Parks, and managing gardens and landscapes across the estate; carbon reduction strategies across the University and helping staff and students to make sustainable workplace and travel choices.

For more information please visit: Home | Estates Services (ox.ac.uk)

University Administration and Services

University Administration and Services (UAS) is the collective term for the central administrative departments of the University. UAS comprises structures to:

Support the University's core academic purposes of teaching, learning and research;

Ensure the University can meet the requirements of government, funding bodies and other external agencies; and

Facilitate the attainment of the objectives set out in the University's Strategic Plan.

How to apply

Applications are made through our online recruitment portal. Information about how to apply is available on our Jobs website https://www.jobs.ox.ac.uk/how-to-apply.

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

As part of your application you will be asked to provide details of two referees and indicate whether we can contact them now.

You will 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)

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

All applications must be received by **midday** UK time 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 department(s).

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).

If you need help

Help and support is available from: https://hrsystems.admin.ox.ac.uk/recruitment-support

If you require any further assistance please email recruitment.support@admin.ox.ac.uk.

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: https://compliance.admin.ox.ac.uk/job-applicant-privacy-policy. The University's Policy on Data Protection is available at: https://compliance.admin.ox.ac.uk/data-protection-policy.

The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for very senior research posts at **grade RSIV/D35 and clinical equivalents E62 and E82** of 30 September before the 70th birthday. The justification for this is explained at: https://hr.admin.ox.ac.uk/the-ejra.

For **existing** employees on these grades, any employment beyond the retirement age is subject to approval through the procedures: https://hr.admin.ox.ac.uk/the-ejra.

There is no normal or fixed age at which staff in posts at other grades 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 https://hr.admin.ox.ac.uk/staff-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 Iffley Road at discounted rates, including a fitness centre, powerlifting room, and swimming pool. See www.club.ox.ac.uk and https://www.sport.ox.ac.uk/.

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 https://welcome.ox.ac.uk/

There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependants. See https://staffimmigration.admin.ox.ac.uk/visa-loan-scheme

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 the Work+Family Space, 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 https://hr.admin.ox.ac.uk/my-family-care

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 https://childcare.admin.ox.ac.uk/

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 https://edu.admin.ox.ac.uk/disability-support

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 https://edu.admin.ox.ac.uk/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.

Oxford Research Staff Society (OxRSS)

A society run by and for Oxford University research staff. It offers researchers a range of social and professional networking opportunities. Membership is free, and all researchers employed by Oxford University are welcome to join. Subscribe at researchstaff-subscribe@maillist.ox.ac.uk to join the mailing list to find out about upcoming events and other information for researchers, or contact the committee on committee@oxrss.ox.ac.uk. For more information, see www.ox.ac.uk/oxrss, Twitter @ResStaffOxford, and Facebook www.facebook.com/oxrss.