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Summary

Job title	IT and Web Officer
Division	University Administration and Services
Department	Careers Service
Location	56 Banbury Road, Oxford, OX2 6PA
Grade and salary	Grade 5: £28,759 - £33,966 per annum
Hours	Full time (36.5 hours a week)
Contract type	Permanent
Reporting to	Alex Cadoux-Hudson, IT Manager
Vacancy reference	169845
Additional information	

The role

The Careers Service is seeking an enthusiastic IT Officer with some experience in the area and a willingness to learn.

 The appointee will be heavily involved in the administration of our flagship business management system, CareerConnect. This will involve learning how the platform runs, managing queries, finding timely solutions or work arounds, and keeping on top of a swiftly developing system.

The appointee will additionally provide essential first- and second-line support across the service, reporting to the IT Manager.

The successful applicant will play a crucial role within the IT team undertaking a broad range of tasks. Primarily dealing with CareerConnect, data analysis, reporting, and helping with first line IT enquires and desktop support, alongside contributing to IT projects.

The Careers Service IT Team supports around 40 laptops, 20 desktops onsite and remotely. We are primarily Windows based with infrastructure on Server 2016, laptops and desktops on Windows 10 / 11. We additionally support OSX laptops. The infrastructure at the careers service is supported by its own IT team, switches, servers,

wireless, along with VOIP enabled telephony. Lastly we do run and provide support to a number of project websites, and are building our database capacity.

Responsibilities
The post holder will be expected to carry out the following tasks. These responsibilities may be redefined according to the changing needs of the service.

IT Support & Administration
- Timely and professional provision of first line IT support for staff, employers and visitors. Occasional ad-hoc support to students at the careers service. Utilising knowledge of the following applications to provide first line support where possible.

  - Windows 10
  - Apple OSX
  - Office 365Pro, Office 2019
  - TargetConnect from GTI (know as CareerConnect in Oxford)
  - Other software that is applicable to the department.

- Timely and professional provision of hardware support and assets administration, including but not limited to:

  - Laptops & desktops
  - Screens and other accessories
  - Printers
  - Teaching room equipment

- Be the primary point of contact and triage tasks coming into the IT team.

IT Systems Administration
- Monitor systems at the careers service, and review on a regular basis. Identify elements that can be improved within the IT provision. Take advantage of new developments or lower cost options to recommend and test new systems.
- Administer day to day running of IT systems such as:
  - Add, Remove, update users where required within appropriate windows systems
  - Group Policy and other systems controls.
- Build, replace and upgrade departmental computers. Keep a watching brief on software and hardware developments and recommend upgrades where appropriate as defined within the Department's IT Strategy, plans and budgets.

IT Systems Security
- Aid the IT Manger with the implementation of good IT systems security practice. Be aware of and implement university and departmental policies information security protocols.
  - e.g. Data Protection, Information Security, GDPR

Career Connect

- Provide first line support, triaging queries, and day to day administration.

- Escalating where appropriate queries to the IT manager, helping the quick solution to complex problems.

- Administration of CareerConnect, the Careers Service's events, appointments and vacancies management system. Maintain the integrity and continual operation of the careers management system. Support and train all staff on making the best use of CareerConnect.

- Research and understand new and existing features, such as Pathways and automation.
- Provide improvement ideas, concepts and procedural changes where appropriate.

Data & Data Analysis

- Provide data analysis support to the IT manager using:
    - Excel
    - Power Bi (DAX)
    - SQL Server
- Assist in data project and analysis across the Careers Service.
- Assist in the maintenance of dashboard and reports across the careers service. Providing timely insights for key stakeholders across the service.

Other

- Undertake other duties and cover as may be required from time to time, such as covering other duties in the absence of other IT team members or working with them to solve problems quickly.

- Assist the IT Manager in creation and maintenance of plans for future services and Improvements. Such as IT yearly planning, summer planning and rolling system upgrades.

- Documentation. With the IT Manager, the post holder will maintain clear notes and guides on the running of the office to minimise downtime of systems and enable recoverability.

Selection criteria
Essential selection criteria

1. **Motivation/personal qualities:** show a strong commitment to this field of work, along with drive and enthusiasm. Demonstrable "can do" attitude, you will be able to demonstrate an ability to "add value" to the work of the Service. You will be flexible, and able to listen and adapt your approach as the work demands. You will proactively offer responsive and friendly help for staff with technical questions, for example organising training for staff on new and existing features of all mainstream IT hardware and software. You will be required to show problem-solving competency throughout helping to deliver timely support and system administration.

2. **Education**: a high level of education, to degree level or equivalent.

3. **Employment experience:** significant experience in an IT role. You will have a demonstrable ability to establish rapport and empathise with a broad range of people from diverse backgrounds. In particular, you will have an ability to understand and analyse specific requirements for IT and identify possible solutions for their requirements.

4. **Data Analysis:** Experience dealing with datasets using applications such as Excel, Power Bi, and / or database platforms. You will understand the importance of good attention to detail and understanding of data protection policies. .

5. **Technical ability:** You will be fully PC literate and confident in using or learning common IT software such as:

    (a) MS Office installation and set up

    (b) Windows and Mac OSX

    (c) Windows 2016 or 2022 server working knowledge. Active Directory, Group Policy, Print and file administration. Demonstrated in troubleshooting, server issues and administration.

6. **Communication:**

    (a) written: ability to write excellent English, clearly and informatively, in hard copy and web formats, for varied client groups with close attention to detail;

    (b) oral: ability to speak English clearly and confidently in one-to-one situations; able to put across ideas and responsive to feedback.

7. **Team working:** understand the importance of teamwork, demonstrable evidence of being able to contribute effectively to teams and to group discussions/decision making. Liaise effectively with colleagues and able to work co-operatively, influencing internal stakeholders within a complex environment such as Higher Education.

8. **Consultancy:** able to engage positively with internal and external partners, including staff, students, colleges and university faculties/departments and employers. Demonstrable ability to collaborate with colleagues in other departments, introduce IT change successfully.

9. **Organisation:** have a highly organised approach, able to plan your own work, manage time effectively and meet deadlines.

Desirable selection criteria

1. **Project Management:** demonstrable ability to plan and implement projects to deliver results on time.

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. If you have previously worked for the University we will also verify key information such as your dates of employment and reason for leaving your previous role with the department/unit where you worked. 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.

Careers Service

The Careers Service at Oxford University, probably the oldest such service in the UK, serves over 26,500 Oxford-based clients; many hundreds of employers seeking to attract and recruit undergraduates, postgraduates, research staff and alumni; and the colleges, faculties and departments of the University.

The Careers Service's priorities are to help applicants and employers to make the best, most informed decisions to their mutual benefit. Part of this involves preparing students to apply for and to secure employment – whether it is internship/work experience or full-time permanent posts.

Student employability is central to the mission of the Careers Service. It is arguable that one of the key success measures for the Service is related to two measures in the Teaching Excellence Framework (TEF), ie, % employed, six months after leaving, in any or in graduate-level work However, since there are many inputs to this measure, we translate this to mean that the main role for the Service in this area is to provide students the opportunities to improve their employability.

The Careers Service is particularly evidence based: biannual surveys of students, regular surveys of employers, university colleagues and alumni, all inform our activities. The needs of employers and desires of students change and we react accordingly.

Division

The Academic Administration Division (AAD) is the University's group of services focused on students and learning. We provide support and information that students need to thrive in their academic and personal lives, and encourage the professional and educational development of our staff. We operate in close collaboration with colleagues in central, divisional, departmental, and college administration, as well as with academic staff and students.

The AAD's work supports the student career from pre-admission through to graduation and beyond, and promotes the development of coherent systems and services across Oxford to underpin this. We focus on:

- **Student recruitment**: Attracting the best undergraduate and postgraduate students through outreach and admissions, and advising students through the admissions process.

- **Student services:** Offering high-quality services to students once they arrive at Oxford, including counselling and disability services, sports, language courses, a careers service, and fees and funding.

- **Student administration:** Managing the University's student data, registration, examinations, and degree ceremonies, advising on visas and immigration; and developing our student systems.

- **Educational policy**: Helping to develop and implement educational policies, upholding legislation, and providing quality assurance.

We also **support academic and professional staff** and the wider Oxford community through our language, sport, and professional and educational development services.

The AAD comprises: the Careers Service, Education Policy Support, Graduate Admissions, the Language Centre, the Oxford Learning Institute, Fees and Funding, Student Registry, Student Systems, Student Welfare and Support Services, Undergraduate Admissions and Outreach, and University Sport. They are supported by two professional support functions: AAD Administration and AAD Communications.

For further information about the AAD, please see www.admin.ox.ac.uk/aad/

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

Application FAQs, including technical troubleshooting advice is available at:
https://staff.web.ox.ac.uk/recruitment-support-faqs

Non-technical questions about this job should be addressed to the recruiting department directly
hello@careers.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 online recruitment portal 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.