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## Summary

<b>Job title</b>	IT Support Officer
<b>Division</b>	University Administration and Services
<b>Department</b>	IT Services
<b>Location</b>	IT Services, 13 Banbury Road, Oxford, OX2 6NN
<b>Grade and salary</b>	Grade 6: £32,332 - £38,205 per annum with a discretionary range up to £41,732
<b>Hours</b>	Full time
<b>Contract type</b>	Permanent
<b>Reporting to</b>	Team Lead
<b>Vacancy reference</b>	170534
<b>Additional information</b>	

## Job description

### Overview of the role

The role resides in the Desktop Services Team in the Customer Services Group in IT Services. The job holder provides 2<sup>nd</sup> level technical support to users of the Managed Desktop Service. This involves the key responsibilities of responding to IT incidents and service requests within agreed service standards, contributing to the development of and writing technical documentation, explaining services provided and troubleshooting problems as necessary. You will focus on delivering support via the phone or via the use of remote support tools and you are required to work closely with colleagues in the team as well as with members of the Service Desk who provide 1<sup>st</sup> line support. The job holder needs to be flexible, motivated and skilled, with a professional approach to provision of IT support services and is expected to work across all the supported departments, interacting with University staff at all levels.



## Responsibilities/Duties

- Identify and repair hardware and software problems on Windows desktops (primarily Windows 10) such as virus infections, hardware failures, and incorrect network configuration and applications software configuration problems.
- Deploy new and rebuild existing Windows desktops as required, using provided imaging and application deployment software tools.
- User account setup configuration and management
- Monitor the Desktop Services team queue in the Central Service Desk System, where possible, provide resolutions remotely or assign tickets (with full details) appropriately, according to priority and workload of team members.
- Ability to assess priorities of incoming work and, assess workload of yourself and others, to enable the appropriate resolution of tickets.
- Ensure incidents are updated, recording support activities, within agreed standards including providing a weekly report showing the status of incidents in progress.
- Maintain accurate records of software licences as well as hardware equipment within the relevant databases.
- Provide excellent customer service.
- Participate in special IT support of Examination Schools. Provide a bespoke technical setup and configuration for PCs used during university exam period.
- Liaise with third-party suppliers and other support services where necessary.
- Take responsibility for development of technical documentation and other written material.
- Identify and carry out technical tasks (e.g. hardware upgrades, operating system or software deployment) in consultation with other IT Services team members, both remotely and onsite as required
- Keep abreast of support-related technical developments, e.g. new operating systems, new applications and tools relevant to core tasks. Maintain and develop personal skills profile.
- Take advantage of training opportunities to keep up to date with regular skills and developments.
- Comply with health and safety regulations.
- Comply with policies and procedures set out in the Handbook for Academic-related Staff.

## Selection criteria

### Essential selection criteria

- In-depth knowledge of and experience in supporting Windows Operating systems
- Proven experience in 2nd line support of PC desktops\laptops and a broad range of technical experience and skills
- Thorough understanding of PC hardware and the ability to distinguish between hardware and software faults
- Good understanding of networking concepts and experience of diagnosing common configuration problems on desktops relating to these services
- Ability to diagnose and resolve problems with a wide range of software applications including the Microsoft Office suite.
- Good problem-solving skills and ability to demonstrate a logical and efficient approach.
- Self-motivated, aptitude to learn quickly and a commitment to keep knowledge and skills up to date.
- Ability to manage and prioritise own workload, able to work alone and also to contribute as a team player.
- Ability to keep methodical records, e.g. logging details of problems and solutions in a Service Desk system, asset management records etc.
- Excellent interpersonal skills, with the ability to work with people at all levels of seniority in the University.
- Ability explain and discuss technical information in both technical and non-technical language as appropriate to audience.
- High standard of education to degree level or equivalent.

### Desirable selection criteria

- Experience or understanding of desktop imaging solutions and/or software deployment technologies
- Experience or practical knowledge of configuring and resolving problems with current Mac operating system and applications.
- Experience of working in an academic IT support environment or similar
- Experience of working with and troubleshooting AV equipment.
- Experience of using 'remote control' support tools

## 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>

### Hazard-specific / Safety-critical duties

This job includes hazards or safety-critical activities. If you are offered the post, you will be asked to complete a health questionnaire which will be assessed by our Occupational Health Service, and the offer of employment will be subject to a successful outcome of this assessment.

The hazards or safety-critical duties involved are as follows:

- Regular manual handling

## 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](http://www.ox.ac.uk/about/organisation).

## IT SERVICES

The role of IT Services is to ensure that the University of Oxford has the robust, reliable, and high-performing IT facilities it requires to support the distinctive needs of those engaged in teaching, learning, research, administration and strategic planning.

IT Services, headed by the University's Chief Information Officer, has around 320 staff across 3 buildings, an annual revenue budget of £22m and an IT capital plan of £60M across three years. The department is divided into groups covering infrastructure services, projects and programmes, software development, and customer services. Our aim is to attract and retain a workforce that is diverse, skilled, creative, and committed. We encourage flexibility in how we work, and welcome part time and flexible working arrangements. As a department we encourage a culture where we respect each other, are accountable for what we do, where we collaborate, give and receive

constructive feedback and challenge one another. IT Services is a place where we value and recognise both our own and the contributions of others. By doing so we want to create a great culture to work in and a place where we all feel we belong.

For more information please visit: <http://www.it.ox.ac.uk/>

The University of Oxford is a member of the Athena SWAN Charter and holds an institutional Bronze Athena SWAN award.

## University Administration and Services (UAS)

University Administration and Services (UAS) is the collective term for the professional services 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.

The offices of the UAS sections are spread across the city centre, with the main University Offices located in Wellington Square.

For more information please visit: <http://www.admin.ox.ac.uk>

## How to apply

Applications are made through our e-recruitment system and you will find all the information you need about how to apply 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.

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## 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).

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## 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](mailto:recruitment.support@admin.ox.ac.uk).

To return to the online application at any stage, please go to: [www.recruit.ox.ac.uk](http://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 all academic posts and some academic-related posts. The University has adopted an EJRA of 30 September before the 69<sup>th</sup> birthday for all academic and academic-related staff in posts at **grade 8 and above**. The justification for this is explained at: <https://hr.admin.ox.ac.uk/the-ejra>

For **existing** employees, 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 **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 <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](http://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 dependents. 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 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 <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](http://www.newcomers.ox.ac.uk).