

## DEPARTMENT FOR CONTINUING EDUCATION

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## Job Description and Selection Criteria

<b>Job title</b>	IT Support Officer
<b>Department</b>	Continuing Education
<b>Location</b>	Rewley House, 1 Wellington Square, Oxford OX1 2JA Ewert House, Summertown, Oxford, OX2 7DD
<b>Grade and salary</b>	Grade 5: £28,759 - £33,966 per annum
<b>Hours</b>	Full time (36.5 hours)
<b>Contract type</b>	Permanent
<b>Reporting to</b>	Deputy IT Manager
<b>Vacancy reference</b>	172364

### The role

The Department is seeking to appoint an IT Support Officer. This post has become available due to the expansion of the Department and of the workload of the Information Technology Office. It will expose you to a considerable range of tasks, technologies and systems, giving a varied and fulfilling workload. You will be responsible for first-line IT support of staff, tutors and students. There is scope for training and professional development.

The Information Technology Office currently supports the use of more than 300 laptops and desktops, together with printing and telephony across the Department and consists of a Senior IT Manager, a Business Systems Development Manager, two Web and Database Developers and a Deputy IT Manager, to whom this post will report.

### Responsibilities



#### PRIMARY DUTIES OF THE IT SUPPORT ASSISTANT

- First point of contact for staff, tutors and students giving support and advice on IT matters – including SSO (Single Sign On) and MFA (Multi Factor Authentication) issues on PC and Mac devices.
- Creation of activation codes for staff / students on request
- Resolution of IT issues in person or using remote means
- First line investigation of telephone / wireless network issues
- Network cabling and patching as directed
- Equipment Procurement and maintenance of equipment inventory as directed
- Replacement/ installation of hardware/software in offices, classrooms etc.
- Printer installation and maintenance
- Equipment disposal in accordance with relevant legislation
- Production of user documentation
- New staff IT induction
- Ensure legislative and University cyber security and data protection policies and best practice is followed

#### SECONDARY DUTIES OF THE IT SUPPORT ASSISTANT

You may be called upon by the Director of Finance and Administration / Director of Operations or the Senior IT Manager in the Department to undertake other duties from time to time as required.

The Department runs courses and hosts students and guests outside of normal office hours, including evenings, weekends and bank holidays. There is an expectation that staff will work additional hours when required, to support the smooth running of the Department and its activities.

## Selection criteria

### Essential selection criteria

Ref.	Criteria	Stage of the recruitment process when criteria will be considered (marked with 'x'):		
		Shortlisting	Practical Exercise	Interview
E1	Some prior IT support experience in a university or business environment.	x		x
E2	Have excellent personal skills and the ability to work well under pressure with a good sense of humour and patience.			x
E3	Good attention to detail.	x	x	
E4	Have a good working knowledge of Microsoft Office (especially Outlook) and Windows 10 in a networked environment.	x	x	x
E5	Experience of assisting users of differing competence.	x		x
E6	Be able to analyse, prioritise and manage many open incidents concurrently with minimal guidance from the Deputy IT Manager.	x	x	x
E7	Experience of laptop and desktop installation and configuration.	x		x
E8	Experience of printer maintenance.	x		x
E9	Demonstrable ability to learn new systems (software and hardware)	x		x

### Desirable selection criteria

Ref.	Criteria	Stage of the recruitment process when criteria will be considered (marked with 'x'):		
		Shortlisting	Practical Exercise	Interview
E1	Experience of network cabling and patching.	x		x
E2	Experience of Mac OS.	x		
E3	Experience of IOS and Android.	x		

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

## Department for Continuing Education

The Department for Continuing Education is one of the University's largest departments and every year has circa 15,000 student enrolments on its courses and programmes. Our main areas of work are in continuing and professional education, and we engage with individuals and organisations locally and globally. The Department is headed by the Director, and the senior management team. There are over 200 members of staff in the Department. Departmental facilities include a Residential Centre (with a hotel and catering operation), Common Room, Library, Lecture Theatre and a range of teaching and computing rooms, many with state-of-the-art facilities for hybrid teaching. We have a dedicated online course production unit, Technology-Assisted Lifelong Learning (TALL), which specialises in course development and consultancy.

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

## 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.

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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

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

[personnel@conted.ox.ac.uk](mailto:personnel@conted.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 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 70<sup>th</sup> 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 including salary sacrifice schemes for bicycles and electric cars and other discounts. Staff can access a huge range of personal and professional development opportunities. See <https://hr.admin.ox.ac.uk/staff-benefits>

### Employee Assistance Programme

As part of our wellbeing offering staff get free access to Health Assured, a confidential employee assistance programme which is available 24/7 for 365 days a year. Find out more <https://staff.admin.ox.ac.uk/health-assured-eap>

### University Club and sports facilities

Membership of the University Club is free for University staff. It 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 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 have excellent childcare services, including five University nurseries as well as places at many other private nurseries. See <https://childcare.admin.ox.ac.uk/>

We also subscribe to the Work+Family Space, a service that provides practical advice and support for employees who have caring responsibilities for dependants of all types. See <https://hr.admin.ox.ac.uk/my-family-care>

### Supporting disability and health-related issues (inc menopause)

We are committed to supporting members of staff with disabilities or long-term health conditions, including those experiencing negative effects of menopause. Information about the University's Staff Disability Advisor, is at <https://edu.admin.ox.ac.uk/disability-support>. For information about how we support those going through menopause see <https://hr.admin.ox.ac.uk/menopause-guidance>

### Staff networks

The University has a number of staff networks including for research staff, BME staff, LGBT+ staff, disabled staff network and those going through menopause. Find out more at <https://edu.admin.ox.ac.uk/networks>

### The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is 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).

### Research staff

The Researcher Hub supports all researchers on fixed-term contracts. They aim to help you settle in comfortably, make connections, grow as a person, extend your research expertise and approach your next career step with confidence. Find out more <https://www.ox.ac.uk/research/support-researchers/researcher-hub>

Oxford's Research Staff Society is a collective voice for our researchers. They also organise social and professional networking activities for researchers. Find out more <https://www.ox.ac.uk/research/support-researchers/connecting-other-researchers/oxford-research-staff-society>