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Summary

Job title	Systems Administrator
Division	University Administrative Services
Department	IT Services
Location	Central Oxford
Grade and salary	Grade 7: £36,024-£44,263 with a discretionary range up to £48,350 per annum
Hours	Full time
Contract type	Permanent
Reporting to	Microsoft Platform Services Team Leader
Vacancy reference	174963
Additional information	*Whilst this is a full-time post, we welcome applications from candidates who wish to work part-time (minimum 30 hours/0.8 FTE) and/or flexibly.*

The role

The Microsoft Systems Administrator within Microsoft Platform Services is responsible for the management of all aspects of Microsoft platforms, networking and security in a heterogeneous environment. The responsibilities also include implementation, monitoring and support of complex services running wholly or partly on Microsoft platforms. The post holder will also contribute to, or backfill for, projects to which the Microsoft Platform Services team will be expected to lead or contribute.

The Microsoft Platform Services Team comprises Systems Administrators, Senior Systems Engineers and Senior SQL Server DBAs, and is led by the Team Lead and two Technical Leads, all reporting to the Team Lead.

The team provides third-line support to essential University services. This involves engagement with those parts of the University which have responsibility for, or are users of, services delivered by IT Services. This includes IT Services, other departments within UAS, and departments and colleges in the wider University.

The team sits within the Platform Services group within the Infrastructure Services directorate, and works particularly closely with colleagues in both areas.

As well as technical skills, the successful candidate will have strong communication skills.

Responsibilities

1. **Server and infrastructure management**

   - Take a supporting role in the design, selection, provisioning, installation, and configuration of systems, software, and infrastructure.

   - Deploy operating system and application upgrades, security patches and other standard system management tasks.

   - Contribute to the strategic planning, design, implementation, and management of IT services supported by the team; this to include consideration of availability, capacity, security, resilience, and disaster recovery.

   - Plan and carry out changes to services in communication with other sections and the wider University IT support community.

   - Define, document and implement operational procedures.

2. **Service and incident response**

   - Respond to service requests and provide expert knowledge to troubleshoot and resolve complex issues within a Microsoft environment, including networking, software, hardware and related areas.

3. **Systems design and development**

   - Assist with the identification of business and user requirements, including opportunities for new or enhanced services.

   - Participate in the development and deployment of automated systems for the management, maintenance and enhancement of server infrastructure.

   - Assist with assessment of new technologies and services and their use in the context of University requirements.

   - Develop and document tools and scripts when required to integrate with other University services, monitoring and reporting systems.

4. **Communications and engagement**

   - Liaise with suppliers, project and service teams to ensure that infrastructure and solutions are correctly specified and delivered within budget, agreed service levels and timescales.

   - Communicate with a variety of internal and external business and technical stakeholders, including providing detailed design documentation, procedural documentation, high-level presentations to user groups, and oral and written guidance.

   - Provide consultancy on Microsoft systems, in line with subject matter expertise, to departments and colleges as well as other parts of IT Services.

5. **Training and career development**

   - Participate in a regular Staff Development Review.

   - Take advantage of appropriate training opportunities as these arise, in order to keep up to date with relevant skills and developments.

   - Undertake such other duties as may be assigned in the light of the post-holder's knowledge and experience.

Selection criteria

Essential selection criteria

1. Knowledge intellectual capacity, reasoning and analytical skills equivalent to those of a graduate.
2. Proven expertise in Microsoft systems administration, particularly Windows Server, and demonstrable interest in gaining an advanced understanding of Microsoft Windows server systems and Azure.
3. Experience of writing and maintaining tools in a language such as PowerShell.
4. Good understanding of TCP/IP networks.
5. Understanding of issues relating to system security, reliability and availability.
6. The ability to develop and enhance expertise in relevant fields.
7. Excellent communications skills, including the presentation of complex technical ideas, and the production of accurate written documentation.

Desirable selection criteria

1. Experience of IT service provision within a university environment.

2. Demonstrable experience of IT systems design, implementation and management, with knowledge of techniques to ensure scalability, resilience and disaster recovery.

3. Demonstrable knowledge of current technologies for web application hosting and development; databases (particularly Microsoft SQL Server).

4. Demonstrable knowledge of current technologies for monitoring (e.g. Nagios, icinga) and configuration management (e.g. Microsoft Endpoint Manager).

5. Experience of using and configuring virtual infrastructure and/or cloud computing.   .

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.

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 2 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/

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 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 hr@it.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.