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## Summary

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| **Job title** | Senior Data Centre and Network Operations Technician |
| **Division** | University Administrative Services |
| **Department** | IT Services |
| **Location** | Central Oxford |
| **Grade and salary** | Grade 6: £33,832 – £39,705 with a discretionary range up to £43,232 per annum |
| **Hours** | Full time |
| **Contract type** | Permanent |
| **Reporting to** | Data Centre and Network Operations Team Leader |
| **Vacancy reference** | 174994 |
| **Additional information** | You will be required to work a limited shift pattern during the working week to ensure cover between 08:00-18:00 |

## The role

In a busy environment, you will be part of a team responsible for the installation, basic configuration, management, support, and operation of the University's network equipment and some of the services and devices that run on it, including its external links, and over 400km of underground fibre optic and copper cables. You will also undertake the wide variety of work that is associated with the day-to-day management of the University Shared Data Centres. You will be required to work closely with other members of the team and provide guidance to the junior members of the team.

## Responsibilities

1.  Install, configure, upgrade, decommission and maintain the University's network hardware/software and associated infrastructure. This includes switches, WAP's, VoIP devices, UPS's, monitoring services and other associated equipment.
2.  Reporting faults and tracking their resolution with contractors for Data Centre infrastructure, including cooling, power, and security systems.
3.  Maintaining operating manuals and other documentation relating to the Network and Data Centre activities.
4.  Liaising with contractors and other bodies to ensure power and cooling systems are maintained as appropriate.
5.  Advising and aiding Data Centre Users with racking and cabling of servers and other equipment.
6.  Guide and mentor junior DC & Network Operations Technicians in their development.

7. Assist the Deputy DC & Network Operations Team Leader in the day-to-day running of the Network Operations Helpdesk and apportioning of tasks to junior team members.
8. Ensure hardware is installed and kept safe and secure, taking note of health and safety issues, and is disposed of safely, in accordance with relevant legislation and University policies.
9. Act as a Tier 1 point of contact for IT Support Staff (ITSS) and to initiate work on their behalf.
10. Prioritise, diagnose and resolve/escalate network faults, anywhere in the University according to agreed guidelines/SLDs.
11. Provide help to, and work closely with, other IT Services Teams, as directed.
12. Consult with other teams within IT Services and the wider University to plan, schedule and prioritise network upgrades and installations, to make sure these are implemented smoothly and efficiently to avoid network downtime.
13. Keep up to date with new technology and trends in networking, and to find, assimilate and apply technical documentation on products, technologies and/or legislation, in a rapidly changing environment.
14. As directed to assist with network cabling anywhere in the University. To ensure all cables are correctly labelled and to maintain an accurate and current record of this information.
15. Act as a point of contact for external bodies such as JISC or other organisations the University provides service for, eg Colleges and to initiate work on their behalf.
16. Liaise with external clients and suppliers on the installation and maintenance of services and equipment provided by them.
17. Upon request, provide advice and guidance on procurement, prices, and suitability of different network and data centre options to University IT Staff.

## Selection criteria
### Essential selection criteria

1. A good standard of education (minimum A-level or equivalent)
2. Reliable, numerate, methodical, meticulous, thorough, and adaptable.
3. Good communication skills, both verbal and written, with the ability to work with staff at all levels in the University.
4. A willingness to work as part of a team with an approachable and helpful attitude, and capable of taking a lead role in a team when required.
5. 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.
6. Able to find, comprehend and apply appropriate technical information.
7. Good general IT skills.

### Desirable selection criteria

1. Knowledge of transmission media eg optical fibre, wireless and associated standards eg OS1/2, Cat6A, IEEE 802.11a/b/g/n.
2. Experience working with enterprise networking equipment eg Cisco, HPE/Aruba, Extreme, or Juniper.
3. Experience of working in highly complex communications rooms and data centres.
4. Practical experience with fibre and/or copper network diagnostic equipment.

## 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.