

Summary

Job title	Functional Support Analyst – Web CMS
Division	University Administration Services
Department	IT Services
Location	Dartington House, 55 Little Clarendon Street, Oxford, OX1 2HS
Grade and salary	Grade 7: £38,674 - £46,913 per annum
Hours	Full time
Contract type	Permanent
Reporting to	Application Support Team Leader
Vacancy reference	176634
Additional information	

The role

This role will sit within the CMS and Web Platform team who are responsible for the support and development of the University's Drupal web publishing platform, currently being transitioned from Oxford Mosaic (Drupal 7) to Oxford Fresco (Drupal 10). The platform is used by clients University-wide to build websites in support of administration, outreach, public engagement, and research dissemination. Mosaic currently supports upwards of 1000 sites and Fresco will have a similar capacity. This is a pivotal role, providing application expertise to site owners and other users to enable them to maximise the value they derive from the platform toolkit to successfully build high quality, engaging and effective websites which realise their communications objectives.

The team also supports several smaller applications hosted on AWS, including Collections Online and Cabinet, for the University museums and Centre for Teaching and Learning. The post contributes to user communications and support processes for the technical releases and maintenance of these applications.

This role is for an experienced application support specialist with web content management expertise and excellent customer support skills. With an aptitude for learning new applications, the postholder will use their experience to make a positive contribution within the team. A willingness to follow and develop processes, embracing a continuous improvement mindset, is key to success in the post. Working alongside the development team and closely with the 3rd line technical support developers, the post holder will be responsible for the support of platform services and projects as well as delivering key improvements.



Responsibilities

- Work with website and application owners through the relevant Service User Groups, communications channels, and client meetings to develop and disseminate best practice, showcase case studies, and more broadly increase understanding of platform/application tools and how best to use them
- Provide consultancy and application expertise to users adopting the platform or applications, giving focused onboarding support to users
- Capture and analyse user feedback to identify areas for product improvement and contribute to the analysis of the priority for these
- Develop the service support website material and manage communications to users
- Develop and deliver proactive workshops, presentations, and recordings to demonstrate platform or application functionality
- Investigate and replicate support issues, resolving queries and functional issues directly where possible and working with the 3rd line Support Developers to resolve and test others
- Contribute to the management of the team's support queue, processing support queries and issues, ensuring that they are responded to and resolved in a timely fashion
- Review, refine and improve support and service processes to continually improve the customer experience
- Contribute to the management of product releases, assisting with regression testing, assessing the user impact of changes, and preparing or updating training materials as required
- Provide advice and expertise regarding compliance with relevant UK law, University policy and industry best practice - e.g. in the areas of web accessibility, sustainability, data protection, privacy, and SEO
- Contribute to helping the team work together in the most efficient manner and share lessons
- Proactively extend and develop expertise and technical skills through self-development
- Undertake other duties commensurate with the role and the grade as may be required

Selection criteria – Core Competence

Essential

- Expertise in using, supporting, and configuring CMS systems
- Effective in investigating and helping resolve technical issues
- A creative problem solver with an exceptional understanding of what makes a good website, the ability to identify user requirements and implement a toolkit to realise these
- A capability to quickly learn the functionality of new applications
- Experience developing high quality help documentation for end users
- Effective development and delivery of training presentations, demonstrations, and recordings for providing guidance and promoting use of platforms/tools
- Knowledge of regulatory requirements and best practice standards relating to Accessibility, Website Sustainability, Data Protection and Privacy, and the ability to make assessments and provide advice and guidance in these areas

Desirable

- Some experience of working in or with the higher education institutions
- Experience of working with software development teams

Selection criteria – Technical and Specialist

- Expertise in using, supporting, and configuring CMS systems
- Effective in investigating and helping resolve technical issues
- A creative problem solver with an exceptional understanding of what makes a good website, the ability to identify user requirements and implement a toolkit to realise these
- A capability to quickly learn the functionality of new applications
- Experience developing high quality help documentation for end users
- Effective development and delivery of training presentations, demonstrations, and recordings for providing guidance and promoting use of platforms/tools
- Knowledge of regulatory requirements and best practice standards relating to Accessibility, Website Sustainability, Data Protection and Privacy, and the ability to make assessments and provide advice and guidance in these areas

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.

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.

If you currently work for the University please note that:

- as part of the referencing process, we will contact your current department to confirm basic employment details including reason for leaving
- although employees may hold multiple part-time posts, they may not hold more than the equivalent of a full time post. If you are offered this post, and accepting it would take you over the equivalent of full-time hours, you will be expected to resign from, or reduce hours in, your other posts(s) before starting work in the new post.

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

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, flexible working options, 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, 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 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

We are a family-friendly employer with one of the most generous family leave schemes in the Higher Education sector (see <https://hr.web.ox.ac.uk/family-leave>). Our Childcare Services team provides guidance and support on childcare provision, and offers a range of high-quality childcare options at affordable prices for staff. In addition to 5 University nurseries, we partner with a number of local providers to offer in excess of 450 full time nursery places to our staff. Eligible parents are able to pay for childcare through salary sacrifice, further reducing costs. See <https://childcare.admin.ox.ac.uk/>.

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.

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>