

## MEDICAL SCIENCES DIVISION

### Job description and selection criteria

Job title	Infrastructure Engineer
Division	Medical Sciences Division
Department	MSD IT Services
Location	John Radcliffe Hospital, Headington, Oxford
Grade and salary	Grade 8: £48,235 to £57,255 with a discretionary range up to £62,407 per annum (pro rata for part-time)
Hours	Full time (80% FTE minimum and flexible remote working negotiable)
Contract type	Permanent
Reporting to:	Deputy Director of MSD IT Services (Systems and Networks).
Vacancy reference	177250

### The role

We are looking for a creative Linux expert to join the Systems and Networks team in MSD IT Services. The team provides the underlying systems and infrastructure which deliver a suite of shared IT services across the Medical Sciences Division at the University of Oxford. Oxford Medical Sciences depends on these services to support its world-leading research and teaching activities as well as its professional services and administration.

You'd be taking a leading role in providing and supporting computing and storage both physical and virtual for MSD IT Services and for researchers around Medical Sciences Division. This is a great opportunity to lead and shape the IT supporting some of the world's leading medical research and scientists. This role focuses on Linux and storage and you'd be expected to have operational experience of these areas, supporting a diverse range of stakeholders.

The MSD IT Systems Team is an established team of highly skilled IT professionals with a diverse range of systems, programming, networking and other IT skills. It manages and runs of a large and complex server provision along with a large distributed network of managed switches and firewalls, spread across the city of Oxford, for a user base in excess of 6,000 people.

Alongside the technical and complex requirements of this role, there comes the benefit of a huge amount of experience and support from the rest of MSD IT Services, particularly the Systems and Networks Team. We are committed to staff development and willing to support personal development of staff through conferences and training etc.



## **Responsibilities**

### **Systems Management**

- Take a leading role in the design, build and management of the MSD IT Server Storage and Identity management estate
- Lead in the design, development and ongoing management of the automation and management toolchain for the Linux and Microsoft server estate including the deployment of automated configuration management tooling (ansible and git) and the retrofitting of the toolchain to older systems.
- Evaluate and advise on the strategic technical approach and roadmap for renewing the Linux and Microsoft infrastructure considering cloud and hybrid cloud approaches.
- Work proactively to identify, define and plan new projects to extend, enhance and improve the solutions offered by MSDIT Services.
- Develop novel solutions to provide new or improved IT services or resolve service impacting issues.
- Architect, maintain and perform advanced administration of other MSD IT Services' services and infrastructure, commensurate with expertise, including VMware, complex storage systems, storage area networks, Lan and WAN, firewalls, databases, data centres, and server rooms.
- Monitor MSD IT Services' services using management tools, advising on strategy for service monitoring and refining the tool chain to improve the customer experience.
- Write and maintain scripts, web applications and other software in appropriate languages and frameworks to provide integrations and interfaces to enable service delivery and automation.
- Provide third line support for the MSD IT Customer team on complex technical issues, advising and supervising its staff as needed

### **Strategy, Onboarding and IT Transformation**

- Manage projects – advising and supervising the staff assigned to the project, developing and managing project budgets, and communicating progress, risks and issues with stakeholders.
- Analyse business processes supported by legacy systems in departments joining MSD IT and identify, devise, plan and procure more modern and sustainable IT solutions for those processes.
- Devise, communicate then execute strategies to maintain, develop or replace legacy infrastructure, systems and software used by MSD IT Services or within departments.
- Oversee the move of servers and data (within Oxford University and from other UK research institutions) into the MSD IT Services' estate, with due regard for data sharing agreements, security and resilience.
- Share responsibility for the development of the MSD IT Services' strategy in areas of expertise.
- Provide expert advice, acting as subject matter expert and trusted advisor, to departments on systems and network refreshes, systems integration and IT service sustainability.
- Engage with departmental staff and stakeholders at all levels, including local IT staff, to ensure appropriate provision of IT services and smooth migration between solutions.
- Report regularly to the Deputy Director (Systems and Networks) on strategy and progress, identifying key trends, strengths, weaknesses, and opportunities to enable continuous improvement, devising and presenting for future investments in IT service provision.
- Provide IT expertise, input and support to the research funding process where appropriate, including pre-bid advice.

### **Compliance**

- Undertake audits of MSD IT infrastructure and services to ensure compliance with University best practise guidelines, producing improvement plans and driving forward work for continuous improvement.

- Work with the MSD IT compliance function to ensure systems and services are compliant with the requirements of external bodies such as those funding research or providing research datasets.
- Develop and implement IT security systems and policies in collaboration with the MSD IT compliance function.
- Ensure consideration of Information Governance requirements in all work within the MSD IT Systems Team.

### **Personal Development**

- Keep abreast of advances in IT provision, especially in medical research, and provide expert advice to other members of medical sciences division including members of MSD IT, PIs, researchers and administrative staff, of current and future developments to enable continuous improvement of services.
- Take advantage of opportunities to increase skill set via training (formal and informal) or other development activities. Mentor, train and tutor others in the topics learned and other areas of expertise, contributing to the professional development of other MSD IT staff.

### **Relationship Management and other duties**

- Manage the development and ongoing maintenance of documentation on all aspects of the MSD IT Services systems and networks estate.
- Represent MSD IT at meetings with internal and external stakeholders, and take an active role in developing, nurturing and maintaining productive and responsive relationships with colleagues across and beyond the University.
- Represent MSD IT at committees and special interest groups inside and outside the University, taking a leading role where appropriate.
- Build relationships, present new ideas and collaborate with staff and stakeholders at all levels to improve and develop support and infrastructure in line with agreed academic objectives.
- Manage contractors and consultants undertaking IT infrastructure and design work.
- Write specifications and assist in negotiations with suppliers, via central purchasing or directly, in order to enable MSD IT Services to procure and administer hardware and software whilst ensuring best value for money.
- Play a full part in the University-wide IT Support Staff community, attending briefings, training, exhibitions and conferences as appropriate.
- Any other duties as may from time to time reasonably be requested by your line manager or the Director of MSD IT Services.

## **Selection Criteria**

### **Essential**

1. Knowledge, intellectual capacity, reasoning and analytical skills equivalent to those of a graduate.
2. Detailed experience of installation, management and advanced system administration on one or more of the following flavours of Linux: SUSE Linux Enterprise Server, OpenSUSE, Ubuntu, Centos, RedHat Enterprise Linux.
3. Detailed experience of installation, management and advanced configuration of Microsoft technologies including some of the following Servers, Entra, Active Directory, Intune, Microsoft 365.
4. Proven advanced technical expertise in virtual infrastructure management, including storage.
5. Proven development (programming and database) expertise, preferably including web application development experience and in Unix shell and Python.
6. An understanding of IP based networking.
7. Demonstrable experience of identifying problems or service gaps, thinking laterally, coming up with and implementing novel solutions, using technical and creative expertise.

8. Clear understanding of the principles of IT security and the practical measures undertaken to ensure infrastructure and services follow current IT security good practise.
9. Proven success in organising a busy and varied workload requiring the demonstration of self-motivation and excellent time-management skills, as well as the ability to adapt to changing priorities.
10. A clear history of self-improvement - learning new technologies, understanding their applicability, tutoring and mentoring others in their use.

### **Desirable**

1. Experience of managing a large network.
2. Experience of automation scripting and configuration management preferably with ansible.
3. Experience of one or more project management, service management or cybersecurity standards/frameworks: Prince2, ITIL, ISO27001 or CyberEssentials Plus.
4. A clear record of a positive can-do attitude and approach to interpersonal and customer service skills shown to stakeholders at all levels of seniority and expertise.
5. Excellent communication skills, including the presentation of complex technical ideas to IT and academic colleagues at all levels of IT knowledge and/or seniority, provision of management information, and the production of accurate written technical documentation and user guides.

It is expected to recruit this post at grade 8 however a grade 7 (£36,924 to £45,163 with discretionary points to £49,250) post may be offered if no candidate is suitable at grade 8 and a suitable candidate is found at grade 7 level of experience and ability.

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

## **Medical Sciences Division IT Services**

MSD IT Services is the primary service provider and central point of contact for IT queries from academics, students, staff and local IT support staff for the majority of the departments within the Medical Sciences Division.

The successful candidate will join the existing multi-site service desk team to offer advice and support on IT related issues, take ownership of incidents, working with colleagues within MSD IT Services and beyond to deliver innovative, appropriate and timely solutions. The client departments are based on several hospital sites in the Headington area, as well as around Oxford city centre. Local departmental networks are all connected as part of the University of Oxford's backbone network. The Medical Sciences Division primarily uses Microsoft Windows and Apple OS X desktop systems, provisioned mainly by Linux servers running Micro Focus OES.

For more information, visit: [www.medsci.ox.ac.uk/it](http://www.medsci.ox.ac.uk/it)

## **Medical Sciences Division**

The Medical Sciences Division is an internationally recognised centre of excellence for biomedical and clinical research and teaching. We are the largest academic division in the University of Oxford and indeed bigger than many other UK Universities.

World-leading programmes, housed in state-of-the-art facilities, cover the full range of scientific endeavour from the molecule to the population. With our NHS partners we also foster the highest possible standards in patient care.

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

All of the Division's departments are in receipt of Athena SWAN Silver awards that recognise advancement of gender equality: representation, progression and success for all.

## 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.

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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 applying for this job should be addressed to the recruiting department directly – [trevor.mundell@medsci.ox.ac.uk](mailto:trevor.mundell@medsci.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, 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](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

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](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>