

MEDICAL SCIENCES DIVISION

Summary

Job title	Senior IT Service Desk Analyst (John Radcliffe Hospital)
Division	Medical Sciences Division
Department	MSD IT Services
Location	John Radcliffe Hospital, Headington, Oxford with flexibility to work on other sites Hybrid working available with a minimum of 3 days per week on site
Grade and salary	Grade 6: £34,982 to £40,855 per annum with a discretionary range to £44,382 per annum
Hours	Full time
Contract type	Permanent
Reporting to	MSD IT Services - John Radcliffe Customer Team Manager
Vacancy reference	179260

The role

The Senior Service Desk Analyst will provide support to members of the Division of Medical Sciences and its departments at the John Radcliffe Hospital in Headington. The successful candidate will be able to work across multiple departments as demand requires, planning time carefully with their colleagues and will be expected to turn their hand to any reasonable IT task to ensure the efficient delivery and use of the services from MSD IT Services, with occasional out of hours working required.

The successful candidate will join the John Radcliffe customer team to contribute to providing support to the academic departments, offering advice and support on IT related issues, taking ownership of incidents & requests, working with colleagues within MSD IT Services and beyond to deliver innovative, appropriate and timely solutions. The postholder will be expected to support the activities of academic departments,



the Medical School Offices and the Divisional Office to the service levels expected by their staff and students involved in research, teaching and administration.

The post holder will be expected to keep up-to-date by attending industry events and training courses at the discretion of the MSD-IT John Radcliffe Customer Team Leader. The post holder will be a self-motivated proactive problem solver and be capable of providing advice to clients at all levels of experience and IT competence as well as to members of MSD IT. Current experience of Microsoft Windows and Apple personal computers in a multi-user networking environment is essential. The post holder will be expected to contribute to the decision-making and smooth running of MSD IT Services.

Responsibilities

- To work as a member of MSD IT's customer team providing frontline IT support.
- To provide first & second line support by e-mail, telephone or in person, taking a fair share of the workload logged via the incident & request management tools including participating in the scheduled first line support rota.
- To trouble-shoot and repair malfunctioning desktop computers, including virus removal and booking appointments for PC/Mac problems requiring more in-depth diagnosis. Where required performing data backups/retrieval and operating system reinstallation on malfunctioning PCs.
- To escalate issues which can't be resolved at first contact, to the appropriate team, retaining ownership and ensuring the issue is updated and progressed appropriately.
- To analyse service statistics regularly and to prepare reports of compliance with agreed service levels for the John Radcliffe Team Leader to provide to various building and department operations and management committees.
- To advocate and organise the use of AV solutions, particularly in teaching, and to coordinate availability of timely support for this in collaboration with the Oxford Medical Illustration Team at the John Radcliffe.
- To give assistance to users of desktop systems on commonly used applications such as web-browsing, email, office and graphical software.
- To give specialist IT support for research in Medical Sciences departments including lab-specific systems and those connected to and controlling advanced research equipment such as sequencers and microscopes.
- To support and supervise (although not line-manage) any Service Desk analysts in the John Radcliffe MSD IT team.
- To train and support MSD IT Associates in departments of Medical Sciences Division including leading their induction into use of MSD IT systems and tools.
- Covering gaps between appointments of associates in departments where critical and time-sensitive research is carried out.
- To undertake user and device registration, and management processes as defined by MSD IT's Standard Operating Procedures (SOPs) and Work Instructions (WIs).
- To support users in IT use by providing instructions in computer use giving appropriate advice directly & clearly including providing basic training/familiarisation or problem solving.
- To provide accurate and up to date purchasing advice & obtain quotations from suppliers as appropriate.
- To assist in the maintenance of the academic data network & services.
- Writing, reviewing and developing user documentation and other support materials as appropriate.
- To interact with all clients and to schedule work in order to ensure minimal disruption according to agreed service levels.

- To work with IT service providers in other MSD Units, Oxford University IT Services or Library Services as appropriate.
- Testing and configuration of systems before delivery to the clients, with careful bespoke setup in specialist research situations.
- Installation of software, systems configuration and setting up and where appropriate provide hardware maintenance or upgrade.
- To take advantage of appropriate training and networking opportunities as they arise, in order to keep up to date with relevant skills and IT development and to keep lines of communication open and nurture relationships with other IT Providers across the collegiate University.
- To propose and implement improvements to the portfolio of services and solutions offered by MSD IT Services.
- To undertake other duties that may be requested by the Director of MSD IT Services or to such other member of staff as may be appointed by that person.

Selection criteria

Essential selection criteria

1. Knowledge, intellectual capacity, reasoning and analytical skills equivalent to those of a graduate
2. A proven track record of delivering excellent customer service including good prioritisation and interpersonal skills, preferably in an IT Service desk environment
3. The ability to converse clearly in written and spoken English and to explain complex concepts in an understandable way to staff and students at all levels of seniority and expertise
4. Recent hands-on front-line support experience of supporting Microsoft Windows and Apple OSX desktops
5. Demonstrable expertise in supporting Microsoft office products including Outlook, Word, Excel and Access including Office365
6. Familiarity with common mobile devices, their configuration and management, particularly those with iOS and Android operating systems
7. The skills and experience quickly to become an effective member of MSD IT Services.
8. The ability to carry out tasks unsupervised and under pressure with a high degree of accuracy and attention to detail with a proven ability to work independently, be proactive and show initiative.
9. Enthusiasm for learning new skills in a rapidly developing IT environment

Desirable selection criteria

1. Experience of providing IT support in the Higher Education or public sector
2. Experience of TCP/IP networks, routing, DNS and DHCP and providing support for a current networking platform: MicroFocus OES, Windows server, Active Directory/e-Directory or similar
3. Evidence of technical diagnostic & problem-solving skills with ability to configure computer systems at operating system level including networking, OS upgrade, and malware removal
4. Experience of an IT Service Management and/or Project Management framework
5. Experience of supporting modern VOIP telephony

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.

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. MSD IT Services comprises 22 staff with 3 customer teams of around five people in each one, a systems and networks team of five people (including a compliance officer) and two front line and administration staff, one of whom is based at the John Radcliffe Hospital; the other at the Old Road Campus.

MSD IT Services' client departments are based on several hospital sites in the Headington area, the Old Road Campus, and 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 by mainly Linux servers running Micro Focus OES on SLES. We run primary and secondary storage systems, the latter using the SES CEPH implantation and an in-house backup system as well as a high compliance service for research involving sensitive or otherwise restricted data.

For more information, visit: 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 and is the largest of the four academic divisions within the University of Oxford. We are a thriving, multidisciplinary community of over 9000 academics, staff, students and clinicians, all of whom contribute to our extensive and exemplary research, teaching and clinical portfolios. The Division comprises the Divisional Office, the School of Medicine and Biomedical Sciences and our 16 academic departments and their constituent units, institutes and centres, located across multiple sites in Oxford (the Science Area and Radcliffe Observatory Quarter, Old Road campus and hospital sites in Headington), and clinical research units in Africa and Asia.

World-leading programmes, housed in state-of-the-art facilities, cover the full range of scientific endeavour from the molecule to the population. Our partnerships with the local NHS Trusts promotes cohesiveness and responsiveness at the interfaces between our mutual teaching, training, research and clinical activities, and enables patients to benefit from close links between medical research and healthcare delivery.

We have been ranked number one for the past 14 years in the Times Higher Education Subject Rankings for clinical, pre-clinical and health sciences.

For more information please visit: www.medsci.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>