

DEPARTMENT FOR CONTINUING EDUCATION

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Job description and selection criteria

Job title	Systems Administrator and IT Support Specialist
Department	Continuing Education
Location	TALL unit, Ewert House, Summertown, Oxford OX2 7DD
Grade and salary	Grade 8: £48,235 - £57,255 per annum
Hours	Full time (37.5 hours per week)
Contract type	Permanent
Reporting to	Senior Manager: Digital Projects
Vacancy reference	179629
Additional information	Some days remote working is negotiable, but you must be able to work on-site in Oxford on a regular basis.

The role

The Systems Administrator and IT Support Specialist is a key role in the Technology-Assisted Lifelong Learning (TALL) unit. In this role you will be responsible for maintaining the servers, systems, and applications (including Moodle) that support our online course delivery platforms, as well as providing tier 3 technical support to students, tutors and administrative staff.

You will be joining a friendly, creative team that designs, produces and delivers online courses. Our work is busy, interesting and seasonal with courses launching three times a year for lifelong learning students studying a wide variety of subjects. We are a close-knit team and take the learning experience very seriously.

As the Systems Administrator for our Moodle Virtual Learning Environment and the infrastructure that underpins it, your prime focus is the safety and security of our systems and data. You will also be the senior technical lead of a small IT helpdesk team dedicated to helping users (students and staff) of our online courses with technical issues. Lastly there is an ongoing R&D aspect to the role, working with the wider team to investigate new tools and technologies to support innovative online learning.



Responsibilities

Systems Administrator

You will work collaboratively with the wider team and Department, particularly TALL's Senior Web Developer, report to the Senior Manager: Digital Projects, and will be supported by the Department's IT team. You will be responsible for:

- Managing and maintaining Linux (Debian) servers, in a virtual environment, running Moodle, WordPress, Puppet and other applications.
- Being the senior technical administration of our Moodle VLE, overseeing user account management, student/staff enrolment and online course publishing/archiving.
- Monitoring system performance, security, and backups, ensuring high availability and disaster recovery.
- Working closely with the Senior Web Developer to plan and perform regular software updates, patches, and upgrades across multiple environments including Debian, Moodle and WordPress.
- Working closely with the Senior Web Developer to automate server provisioning, configuration management, and deployment processes.
- Collaborating with the wider team to plan and implement system upgrades and new infrastructure.
- Documenting system configurations, procedures, and knowledge base articles and managing licenses for specialist software.
- Maintaining good communications between TALL and the Department's central IT team.

IT-Support

You will play a vital part in the technical support of our online courses. As a key member of the TALL IT Helpdesk team, you will provide tier 3 level support to service users, supervise three other members of the team, and provide occasional desktop IT support to staff in the TALL team. You should expect that there could be line management duties in the future. You will be responsible for:

- Providing advanced technical support for Moodle and other learning technologies.
- Supporting users of our in-house assignment handling system (full training will be provided).
- Assisting users with account management, password resets, and multi-factor authentication.
- Training and mentoring junior IT support staff, sharing knowledge and best practices.
- Supporting a diverse range of devices, including Windows, Mac, Linux, and mobile platforms.
- Maintaining and optimising the IT support ticketing system, tracking support metrics and generating reports.
- Providing desktop IT support to colleagues in the TALL team (20 people).
- Troubleshooting technical issues across software, hardware, networking, and system integration, advising the team on University systems and assisting in prototyping innovative technologies.

Other duties

You will contribute to the wider activities of the TALL unit including participating in regular meetings and team workshops, and preparing IT-related elements for budgets, proposals, business cases, course specifications, tender documents etc., as required. During periods of leave and during major projects, you may also be required to support the work of the Department's central IT team.

The Department runs courses outside of normal office hours, including evenings and weekends. There is an expectation that staff will work additional hours when required, to support the smooth running of courses or events.

Selection criteria

Essential selection criteria

Ref.	Criteria	Stage of the recruitment process when criteria will be considered:		
		<i>Shortlisting</i>	<i>Practical Exercise</i>	<i>Interview</i>
E1	Proven experience of installation, management and system administration on Linux.	X	X	X
E2	Experience managing a web application or service with large numbers of users in a service environment (commercially or in education).	X		X
E3	Clear understanding of the principles of IT security and the practical measures undertaken to ensure infrastructure and services follow current IT security good practice.	X	X	X
E4	Experience of providing tier 3 IT Support to non-technical users (ideally the general public).	X	X	X
E5	Ability to maintain a friendly, professional demeanour when interacting with members of the public, and internal service users, evidenced by positive feedback.	X	X	X
E6	Experience of using git to deploy code.	X	X	X
E7	Demonstrable experience of solving problems, thinking laterally and implementing novel solutions.	X		X
E8	An understanding of IP-based networking.	X		X
E9	Familiarity with a range of operating systems and devices (Windows, Mac, Linux, mobile).	X		X
E10	Proven success in organising a busy and varied workload requiring self-motivation and excellent time-management skills, as well as the ability to adapt to changing priorities.	X		X
E11	Excellent communication skills, particularly with public users as well as the presentation of complex technical ideas to non-technical colleagues and the production of accurate written technical documentation and user guides.	X	X	X

Desirable selection criteria

Ref.	Criteria	Stage of the recruitment process when criteria will be considered:		
		Shortlisting	Practical Exercise	Interview
D1	Experience managing a VLE (ideally Moodle).	X		X
D2	Proficiency in automating server provisioning and configuration management (e.g., Puppet).	X		X
D3	Experience of working to GDPR guidelines.	X		X
D4	Experience of working in higher education.	X		X
D5	Experience of virtual infrastructure management, including storage, using Azure or VMware.	X		X

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.

Department for Continuing Education

The Department for Continuing Education is one of the University's largest departments and every year has circa 15,000 student enrolments on its courses and programmes. Our main areas of work are in continuing and professional education, and we engage with individuals and organisations locally and globally. The Department is headed by the Director, and the senior management team. There are over 200 members of staff in the Department. Departmental facilities include a Residential Centre (with a hotel and catering operation), Common Room, Library, Lecture Theatre and a range of teaching and computing rooms, many with state-of-the-art facilities for hybrid teaching. We have a dedicated online course production unit, Technology-Assisted Lifelong Learning (TALL), which specialises in course development and consultancy.

For more information please visit: www.conted.ox.ac.uk.

The TALL unit

The Department's Technology-Assisted Lifelong Learning (TALL) unit has been at the forefront of online education since its inception in 1996 and is a former winner of the Association of Learning Technology's Learning Technologist Team of the Year award in recognition of excellence in the field of learning technology.

The remit of the unit is to produce high quality online learning experiences for both the University and high-profile external clients and to undertake research and development in the technology and pedagogy of online learning to support this work. TALL currently has 20 members of staff.

TALL's core business is to develop online courses and to provide the technical infrastructure (Moodle) to deliver them. Each year the team works on the development of about 6 new online courses, carries out major updates to 15-20 courses and prepares for delivery over 250 cohorts of short online courses and online modules of award-bearing programmes. These account for over 6,500 of the Department's annual student enrolments.

The unit also provides the technical infrastructure and IT support for the Department's online assignment submission system, which is used by the majority of the Department's award-bearing courses, and undertakes a range of bespoke online course development, delivery and consultancy projects.

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 personnel@conted.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, 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. 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/>. We also subscribe to the Work+Family Space, a service that provides practical advice and support for employees who have caring responsibilities for dependants of all types. See <https://hr.admin.ox.ac.uk/my-family-care>

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>