



### Summary

<b>Job title</b>	IT Infrastructure Officer
<b>Division</b>	Humanities
<b>Department</b>	Faculty of History / Faculty of Linguistics, Philology and Phonetics / Faculty of Medieval and Modern Languages
<b>Location</b>	George Street, Clarendon Institute, Wellington Square
<b>Grade and salary</b>	Grade 7: £35,308 - £43,155 per annum
<b>Hours</b>	Full time
<b>Contract type</b>	Permanent
<b>Reporting to</b>	IT Manager
<b>Vacancy reference</b>	166465
<b>Additional information</b>	Closing date for applications is midday on Friday 14 July 2023. Shortlisting is expected to take place on Monday 17 July and interviews are expected to take place on Thursday 20 July 2023.

### The role

The IT Infrastructure Officer role is responsible for the management, deployment, and maintenance of IT infrastructure across three faculties, working with the IT Manager of these faculties. This is a new role, looking to focus on convergence of existing technologies and creation of shared services across three faculties supporting both teaching, long-term research projects, as well as day-to-day operations.

This role is responsible for managing IT infrastructure systems, and managing all faculty computers on Windows, Linux and Mac platforms. The role also includes being part of the local IT team providing day-to-day IT support.

The role requires a high level of existing IT skills necessary to perform the core tasks as specified below.

Learning and training opportunities are available in the role, from formal teaching as run by the University's IT Learning Programme, and other resources, to expand your portfolio of skills for supporting computer systems in a busy environment. The successful applicant will also be expected to liaise with other experienced IT professionals across the University.

The post holder needs the ability to discuss technical details with other IT professionals, but also the ability to communicate effectively with users at all levels in an academic environment.

Working with this role will be an IT Manager, two IT Officers, IT Assistant and a Web Developer to provide IT support in relation to all systems connected to faculty networks, providing local support to all University-wide IT services, and working with a variety of third-party suppliers as and when required.



This small IT team is part of the larger Humanities IT team which currently provides IT support for nine of the Division's faculties. This would provide a great opportunity to collaborate with other members of the team to share experience and knowledge to help with personal and professional development.

Staff are primarily based in the centre of Oxford at either the Faculty of History located at 41-47 George St, Faculty of Medieval and Modern Languages located nearby at 41 & 47 Wellington Square or the Faculty of Linguistics, Philology and Phonetics also nearby in the Clarendon Institute on Walton Street. The postholder will be expected to work at multiple sites, and there may also be an opportunity to work remotely.

## Responsibilities

### Policy and Strategy

- Contribute to the strategic planning and design of IT services supported by the team; this to include consideration of availability, capacity, security, resilience, and disaster recovery
- Contribute towards, the development and implementation of IT policies, including information security, major incidents, auditing, and work towards increasing user awareness.

### Infrastructure

- Take a leading role in the selection, provisioning, installation, configuration and management of faculty IT systems, servers, and infrastructure.
- Take a leading role in the development and deployment of systems for the management, maintenance, monitoring, debugging and enhancement of faculty IT infrastructure.
- Manage operating system and application upgrades, security patches and other standard system administration tasks.
- Manage the definition, documentation, and implementation of operational procedures.
- Manage appropriate disaster recovery solutions to protect services and data.

### Endpoint & Server Management

- Take a leading role in managing endpoint computers, including their configuration with automated tools.
- Implement scripted packaging and automatic deployment of applications.
- Develop scripting of repetitive tasks for efficiency and accuracy.
- Deploy, maintain and test backup solutions both on-site and using University centralised solutions.
- Maintain the active database of current users and access to systems, creating new accounts and disabling accounts as appropriate, as well as other routine maintenance.
- Work with research projects for the creation, deployment, and maintenance of research websites and data, both during and after the funded period.
- Ability to advise users on suitable hardware and software requirements for desktop and laptop computers as well as mobile devices.
- Liaise with third party clients and suppliers on the installation and maintenance of services and equipment provided by them.

### Support Service Delivery

- Troubleshoot software and hardware issues in a methodical manner as 2nd/3rd line support.
- Provide 1st line support for technical issues during times of high volume, staff absence and at other agreed times.
- Present a pleasant, helpful, and professional demeanour when dealing with customers.

### Management

- Work with the IT Manager providing management of the IT staff within the faculties.
- Assist the IT Manager with the preparation and monitoring of budgets.

- Contribute to the development and associated mentoring of other IT colleagues.
- Deputise for the IT Manager at Faculty, Divisional or University meetings if necessary.
- Provide one-on-one staff IT induction and technical training, as required.

## Training and career development

- Keep up-to-date with new technology and trends in IT, and to find, assimilate and apply technical documentation on products, technologies and/or legislation, in a rapidly changing environment.
- Such other duties appropriate to the grade as may be required by the IT Manager in the light of the post-holder's knowledge and experience.

## Selection criteria

### Essential selection criteria

- Educated to at least degree level or possess substantial experience in a relevant field.
- Experience of providing IT support in a complex and/or university environment.
- Proven skills and high level of ability in system administration of Windows and Linux servers and desktops.
- Proven skills in managing Active Directory and System Centre Configuration Manager
- Proven skills and ability in desktop management of Windows and Mac clients, scripted deployment of operating systems, software applications and group policies.
- Proven skills in management of virtualised environments (e.g. Hyper-V and/or VMWare)
- Proven knowledge of wired and wireless networking.
- Excellent interpersonal communication skills, both written and spoken, and the ability to communicate technical issues in an accessible and supportive way.
- Ability to work both independently and collaboratively as a member of a team, completing tasks within given schedules, and at times under pressure.
- Excellent attention to detail and high level of accuracy while working in busy and varied environments.
- Self-motivation, and ability to use initiative to recognise and solve problems.

### Desirable selection criteria

- A higher degree or professional computing qualifications.
- Experience of managing storage systems and associated backup methodologies.
- Knowledge of Linux virtualisation technologies
- Experience of scripting PowerShell, Visual Basic and Python.
- Experience of iSCSI – especially in a clustered Linux environment
- Experience of CUPS, DHCP, NFS, LDAP, Apache
- Experience of project lifecycle planning, implementation, execution and closure.
- Experience of writing documentation and reports.

## 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).

## Humanities Division

The Humanities Division is one of four academic divisions in the University of Oxford, bringing together the following faculties: Asian and Middle Eastern Studies; Classics; English; History; Linguistics, Philology and Phonetics; Medieval and Modern Languages; Music; Philosophy; Theology and Religion; the Ruskin School of Art. The Division has over 500 members of academic staff, approximately 4,100 undergraduates (more than a third of the total undergraduate population of the University), 1,000 postgraduate research students and 720 students on postgraduate taught courses.

The Division offers world-class teaching and research, backed by the superb resources of the University's libraries and museums, including the famous Bodleian Libraries, with their 11 million volumes and priceless early book and manuscript collections, and the Ashmolean Museum of Art and Archaeology. Such historic resources are linked to cutting-edge agendas in research and teaching, with an increasing emphasis on interdisciplinary study.

Our faculties are among the largest in the world, enabling Oxford to offer an education in Arts and Humanities unparalleled in its range of subjects, from music and fine art to ancient and modern languages. The Humanities Division has embarked on a major building project on the Radcliffe Observatory Quarter, following the recent announcement of the £150 million gift to create the Stephen A. Schwarzman Centre for the Humanities. The Schwarzman Centre will serve as a dynamic hub dedicated to the Humanities. The building will bring together seven Humanities faculties, the Humanities Divisional Office, a new library and significant cultural and public engagement spaces in a space designed to encourage experiential learning and bold experimentation through cross-disciplinary and collaborative study.

## Faculty of History

The Faculty of History in Oxford is the largest in the United Kingdom and one of the largest in the world. It has a very strong international reputation for its scholarship and its teaching of undergraduate and graduate students, with particular strengths in the history of the British Isles, continental Europe, imperial and global history, the United States, economic and social history, intellectual history and the history of science, medicine and technology. Within the Faculty there is also a department for the History of Art and a number of dedicated research centres.

The Faculty is located in the Old Boys' High School, George Street. This is a very central location, less than 10 minutes' walk from the rail station, and very close to bus station, shops and other University locations. The premises house a community of around 20 administrative staff and up to 30 other users, comprising doctoral students, researchers, and academics and professors. The building is also used for teaching and seminars.

More information about the Faculty can be found at: [www.history.ox.ac.uk](http://www.history.ox.ac.uk).

## Faculty of Medieval and Modern Languages

The Modern Languages Faculty has roughly 1,000 undergraduates reading for the Honours School of Modern Languages or one of five Joint Schools, and approximately 150 graduate students; there are around 100 academic and support staff holding university posts. The Faculty is one of the leading centres for the study of European language, literature, and culture world-wide, offering expertise in the entire chronological range from the earliest times to the present day, and with specialists in film studies, cultural studies, and cultural history as well as languages and literatures.

The main subjects studied are French, German, Italian, Russian, Spanish, Portuguese, Modern Greek, and Linguistics. The Faculty is partly college-based, and partly housed in two University buildings in Wellington Square, where some academic staff and the Faculty's administrative staff have offices, and at the Taylor Institution in St Giles' where some teaching takes place and the main Faculty and research library is based.

For more information, please visit: <http://www.mod-langs.ox.ac.uk/>

## Faculty of Linguistics, Philology and Phonetics

The Faculty was created in 2008 to bring together undergraduate and graduate teaching in the related academic areas of Linguistics, Philology and Phonetics. It has 19 postholders, many shared with other Humanities faculties, and its wider membership brings together over 30 specialists from the full spectrum of linguistic and philological disciplines.

The Faculty's research and teaching ranges from the philological study of ancient languages to the neurology of speech production and it hosts a number of research projects across this field, details of which are available at <http://www.ling-phil.ox.ac.uk/research>.

The Faculty also has two research and teaching laboratories: the Phonetics Laboratory (<http://www.phon.ox.ac.uk>), which has been established for over 30 years, and the Language and Brain Laboratory (<http://www.ling-phil.ox.ac.uk/langbrain2>).

For more information, please visit: <http://www.ling-phil.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.

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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 this job should be addressed to the recruiting department directly at

[hr@humanities.ox.ac.uk](mailto:hr@humanities.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 all academic posts and some academic-related posts. The University has adopted an EJRA of 30 September before the 69<sup>th</sup> birthday for all academic and academic-related staff in posts at **grade 8 and above**. The justification for this is explained at:

<https://hr.admin.ox.ac.uk/the-ejra>

For **existing** employees, 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 **grades 1–7** 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](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 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 dependents. 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](http://www.newcomers.ox.ac.uk).