

# IT Officer

## Main purpose of job:

The IT Officer will primarily be responsible for delivering 1<sup>st</sup> line support to all College users and guests, for all local and University provided services. The post holder will also aid the local department manager with a broad range of tasks including taking part in College/group projects and maintenance of IT infrastructure.

## Main tasks:

- Assist the IT Manager as required to maintain, develop, support and document all of the College's IT infrastructure and equipment, including security and related issues.
- Provide cover for the IT Manager during his/her absence, as agreed from time to time.
- Support all valid users, including equipment procurement, maintenance, repair, training and advice.
- Maintenance, updating, support and development of College IT infrastructure, including related documentation.
- Update system databases from time to time as requested.

## Responsibilities:

### Front line support

- Provide support to students in connecting their personal equipment to the College/University network.
- Provide support to academics in connecting personal and department-provided equipment to the College/University network.
- Provide first line support to students and academics in using University IT facilities.
- Provide support to associated College Centres according to service level descriptions.
- Respond to security and copyright issues arising from use of the network; help with remediation of supported user devices.
- Provide full desktop support and management for users with managed devices.
- Provide support to conference guests as agreed with the IT Manager.

### Other duties

- Deploy and manage desktop computers, operating systems and applications.
- Deploy VoIP phones for users as directed by the IT Manager.
- Arrange for the sale and collection of old equipment.
- Work under the guidance of the IT Manager on local and cross-College projects, using an ever-improving set of specialist skills.
- Engage in relevant training and self-improvement, developing specialist skills and knowledge.
- Provide support to other Colleges within the group as directed by the IT Manager.
- Provide AV support for facilities within the College as deemed necessary by the IT Manager.
- Since this is an appointment within a field characterised by continual change, the duties will require ongoing review and adaptation.
- Other duties as directed by the IT Manager or Head of IT.

## Knowledge, Skills and Experience

### Essential

#### *Specialist Knowledge*

- Client operating systems (particularly Windows) and programs, Microsoft Office & email clients such as Microsoft Outlook.
- A record of working with Windows Active Directory, File and Print knowledge, DHCP & DNS.
- A basic working knowledge of Virtualisation technologies such as VMware vSphere.
- Thorough understanding of PC hardware.
- Some knowledge of modern network infrastructure devices and topology including managed switches and firewall configuration.
- Audio-visual experience - data projectors and PA

#### *Customer focus*

- Ability to identify and meet the needs of both internal and external customers in order to deliver a high-quality service.
- Ability to explain technical issues in an accessible way to non-technical College members.
- Ability to communicate effectively with College members at all levels of seniority.

#### *Teamwork/communication*

- Excellent communication skills (verbal and written) enabling work with colleagues as a team on a consistent, long-term basis.
- Strong team-player, understanding how different skills and roles in a team work together to maximise productivity.
- Ability to communicate with senior stakeholders in the College.

#### *Problem solving*

- Ability to analyse technical and non-technical issues, make informed judgements, take appropriate actions, and share responsibility for results.

#### *Personal Motivation*

- A positive and helpful attitude towards work and colleagues.
- Ability to work independently and in a team.
- Desire to provide excellent IT services to support a world-class learning and research.

#### *Flexibility:*

- Ability to adapt successfully to changing circumstances and technology, identify fresh approaches and question traditional approaches and assumptions.
- Be prepared to work unusual hours on occasions in cases of operational necessity.
- Undertake other duties as required by the IT Manager or Head of IT.

### Desirable

- Working knowledge of Ghost Solution Suite or similar desktop management environment
- A working knowledge of Windows Active Directory, File and Print knowledge, DHCP & DNS.
- Experience of administration and design using Microsoft SQL Server.
- Experience of installing and managing at least one flavour of Linux.
- Experience in at least one modern programming language such as C#, VB.NET or PowerShell.
- A qualification in Microsoft Client operating systems.
- Experience of the Oxford collegiate system.