The IT Officer is employed by the President and the Fellows of Magdalen College and is responsible under them to the Home Bursar. For the performance of their duties, the IT Officer will report to the IT Manager.

The IT Officer will be expected to provide and support IT facilities for staff, students and visitors in the College and manage its computer systems and networks. In line with modern IT, the duties of this post constantly evolve and change in response to the rapid advance of both hardware and software technology, and the growing demands of the user population. A flexible working approach is required, especially during critical periods.

**Duties and Responsibilities:**

- Provide full technical support for computers (including mobile devices) and associated peripherals installed in the College, ensuring that the IT needs of fellows, staff, students and visitors are met.
- Diagnose and resolve hardware, software and networking faults on computers and peripherals.
- Provide support and encouragement to end users for key IT security issues such as backing up of data and protection against computer viruses, induction of new College members as appropriate.
- Procure hardware and software for fellows and staff in line with College and departmental requirements.
- Maintain the College server infrastructure.
- Act as a point of contact between the College and the University IT Services department regarding virus, phishing and copyright infringement incidents.
- Manage, maintain, configure and upgrade College-wide network infrastructure including switches, Wi-Fi APs and the College firewall.
- Produce and update documentation for user support, and to enable efficient operation and support of IT systems.
- Manage and deploy IT equipment in College computer rooms, libraries and examination facilities.
- Provide out of hours support for serious infrastructure incidents and implementing appropriate disaster recovery procedure where necessary.
- Keep abreast of new developments in IT and how they may be applied to the benefit of the College.
- Research, develop and implement new IT systems to improve the College computing environment.
- Maintain a detailed asset register of all IT equipment.
- Manage disposal and recycling of disused equipment in compliance with WEEE and data protection standards.
- Provide comprehensive cover for the IT Manager when he/she is absent.
Person Specification

Essential

- Experience in a similar role.
- Strong experience of Ethernet networking, including the management and configuration of switches and access points, network design and fault finding; IPv4, DHCP, DNS and VLANs.
- Broad experience of supporting and deploying desktop operating systems including Windows and Mac OS.
- Knowledge of mobile operating systems including Android and iOS.
- Maintain a systematic and methodical approach to complex problem solving, accuracy and attention to detail.
- Experience in the implementation, management and monitoring of network and computer security.
- Experience of IT procurement.
- Maintain a professional and flexible approach to work and meticulous attention to detail.
- Excellent time management skills.
- Demonstrate a clear knowledge of the ethos and behaviours required of excellent service provision.
- Ability to work independently and within a team.
- Prioritise a heavy and varied workload.
- Present a high standard of inter-personal communication skills, both written and oral, including the ability to communicate effectively with people of all levels of computer literacy.
- Initiative, drive and self-motivation; willingness and ability to learn new skills.

Desirable

- Experience administering database servers (e.g. SQL).
- Experience in the management of GNU/Linux servers.
- Knowledge of the Higher Education sector.
- Familiarity with current College systems.
- Experience with virtualisation (VMware).

Salary and Benefits

The salary range is £32,817-£44,045 (Grade 7 of the University salary scales), depending on skills and experience. The post is full time (36.5 hours per week). Holiday entitlement is 30 days per annum, plus bank holidays. The successful candidate will be entitled to membership of the University Superannuation Scheme (USS) and will be automatically enrolled subject to the rules for qualification of that scheme. The College also has a contributory healthcare scheme, bus pass purchase scheme, cycle to work scheme and car parking may be available. Free lunch in hall is provided when the College kitchen is open. There is free use of sports facilities.

The College provides for maternity leave on a basis that exceeds the statutory provisions. This is a day one entitlement, women are eligible for 26 weeks’ maternity leave on full pay, followed by 13 weeks of leave on Statutory Maternity Pay (SMP) and 13 weeks of unpaid maternity leave. Arrangements are available for Adoption Leave, Shared Parental Leave, and Paternity Leave. Magdalen College has a priority claim on four places in the University
nurseries.

Applications

The College particularly welcomes applications from Black, Asian and Ethnic Minority Candidates.

To apply please submit a detailed letter of application and your curriculum vitae and send it, together with the recruitment monitoring form, which can be found on our website at http://www.magd.ox.ac.uk/job-vacancies/ to Human Resources Assistant, Magdalen College, Oxford, OX1 4AU or human.resources@magd.ox.ac.uk If you do not wish the College to contact your referees at this stage please make this clear in your application. The closing date for receipt of applications is 12 noon on Monday 19 October 2020.

Late or incomplete applications will not be accepted.

Data protection
All data supplied by applicants will be used only for the purposes of determining their suitability for the post and will be held in accordance with the principles of the Data Protection Act 2018 and the College’s Data Protection Policy which can be found at http://www.magd.ox.ac.uk/other-policies/data-protection/.

July 2020