



IT Assistant

Job Description

(Reference number: IT26000)

The IT Assistant is employed by The College of St Mary Magdalen in the University of Oxford (the “College”), and is responsible under them to the Home Bursar. For the performance of their duties, the IT Assistant will report to the IT Manager.

The IT Assistant will work as part of a small team and be expected to provide and support IT/AV facilities onsite for Fellows, staff, students and visitors in the College and manage its various IT/AV systems and networks. This is a fast-paced and varied role, requiring excellent customer service skills as well as a broad range of IT/AV knowledge. 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 to working hours 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/AV needs of Fellows, staff, students, and visitors are met.
- Diagnose and resolve hardware, software, and networking faults on computers, phones and peripherals.
- Set up necessary AV equipment for events in the Auditorium and other locations around the College and operate as required.
- Provide support and encouragement to end users for key IT security issues such as backing up of data and protection against computer viruses, and induction of new College members as appropriate.
- Procure hardware and software for Fellows and staff in line with College and departmental requirements.
- Produce and update documentation for user support, and to enable efficient operation and support of IT systems.
- Manage and deploy IT/AV equipment in College computer rooms, libraries, conference rooms and examination facilities.
- Provide out-of-hours support for serious incidents, and implement appropriate disaster recovery procedures where necessary.
- Research, develop, and implement new IT/AV systems to improve the College computing environment.
- Maintain a detailed asset register of all IT equipment.
- Provide comprehensive cover for the IT Officer/AV Technician when either is absent.

Any other tasks, duties and responsibilities not listed above which can reasonably be expected to be performed or undertaken by an IT Assistant.

Person Specification

Essential

- Experience in providing on-site and remote IT and AV support to staff at all levels of an organisation.
- Good experience with Ethernet/Wi-Fi networking.
- Thorough knowledge of organisational AV requirements for meetings and conferences, covering in-person, remote and hybrid solutions.
- Good experience in supporting and deploying desktop operating systems (including Windows and Mac OS), productivity software (Office) and video conferencing software (Teams/Zoom)
- 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 in IT/AV 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 for excellent service provision.
- Ability to work independently and within a team while prioritizing a varied workload.
- Present a high standard of 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 with Linux.
- Knowledge of the Higher Education sector.
- Familiarity with current College systems.
- Experience with virtualisation (VMware).
- Experience in the management of Windows Server, Active Directory, and Group Policy.
- Experience with MCM.

Hours of Work

The post is full-time and the successful applicant will work 37.5 hours per week, Monday to Friday, with unpaid breaks totalling one hour per day. However, a flexible approach to working hours is required to ensure that the department runs efficiently and occasional weekend work may be required for which time off in lieu will be granted.

Salary

The salary for the post will be on the scale £30,378 – £40,514 per annum (Grade 5 of the College Unified Pay Scale), depending on skills and experience, plus Oxford Location Allowance of £1,730 per annum.

Benefits

- Free lunch while on duty when the kitchen is open
- Membership of contributory pension scheme
- Car parking (subject to availability)
- Use of sports facilities
- Optional contributory Healthcare scheme

- Bus pass purchase scheme
- Holiday entitlement of 30 working days, plus bank holidays

The College provides for maternity leave on a basis that exceed the statutory provisions. There is a day one entitlement and no qualifying period: 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 places in the University nurseries.

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

Application Procedure and Deadline

A detailed letter of application and a completed application form (which can be found on the College website at: www.magd.ox.ac.uk/job-vacancies) should be emailed to human.resources@magd.ox.ac.uk. Late or incomplete applications will not be accepted. Following the offer of the position, appointment will be subject to (a) satisfactory references, (b) satisfactory completion of a medical questionnaire, and (c) provision of proof of the right to work in the UK. This vacancy will remain open until a suitable appointment is made.

Magdalen College is an Equal Opportunities Employer. Further information can be obtained from the College website at www.magd.ox.ac.uk/equality/.

Recruitment Monitoring

A Magdalen College Recruitment Monitoring Form will be found at the following page on the Magdalen College website:

www.magd.ox.ac.uk/job-vacancies/.

Applicants are requested to complete the form and return it by email to Human Resources at Magdalen College (human.resources@magd.ox.ac.uk). Please note that the form is anonymous and is used only to monitor and ensure equality of opportunity for all candidates: it is not part of the selection process and will not be seen by any member of the selection committee.

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 www.magd.ox.ac.uk/other-policies/data-protection/.