### Job Title
IT Officer

### Department
IT Department

### Grade / Full or part-time
- Equivalent to University Grade 7 (£36,024 - £44,263 per annum)
- 35 hours per week (full-time) and permanent

### Line Manager
IT Manager

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**St Hilda’s College**

Founded in 1893, St Hilda’s is one of the constituent Colleges of the University of Oxford. It is a thriving intellectual community and enjoys one of the most beautiful sites in Oxford, set in spacious gardens on the banks of the River Cherwell, close to Magdalen Bridge and the centre of the city.

The College, which enjoys registered charitable status, is an independent and self-governing body with a senior academic staff of 37 Fellows, who are supported by College Lecturers, and 70 professional and support staff. The Governing Body consists of the Principal and Fellows. The College currently has 610 students of whom 410 are reading for undergraduate degrees, and 200 are graduate students. The College is an Equal Opportunities employer. More information about the College may be found at [https://www.st-hildas.ox.ac.uk/](https://www.st-hildas.ox.ac.uk/)

The College values and fosters:
- the highest standards of academic excellence and innovation;
- the world-leading research of its Fellows and academic staff, expanding the boundaries of knowledge and human potential;
- the intellectual achievement of each of its students, undergraduate and postgraduate, and their potential to become pioneering, independent thinkers and leaders in their fields;
- the original founding principles of equal opportunity and social inclusivity;
- a diversity of background in its membership, and the willingness to learn from each other through dialogue and exchange of views;
- respect and support for Oxford’s rich traditions and engagement with the contemporary world beyond the University.

Over the last ten years St Hilda’s College has undergone expansion in both scale and scope of activities, increasing the range of undergraduate subjects admitted while quadrupling the graduate body. In parallel, internal College-based research has exponentially increased, benefitting from the natural interdisciplinarity of the Fellowship. Part of this expansion process has included an extensive building programme and the purchase of new off-site properties: [https://www.st-hildas.ox.ac.uk/content/transforming-our-site-1](https://www.st-hildas.ox.ac.uk/content/transforming-our-site-1)

**The IT Officer Position**

The College’s IT staff manage all aspects of IT delivery and support. Areas of IT activity within the College include: software and hardware support for all users in College, whether staff, academics, students or others using computers; maintenance of the physical network (both wired and wireless); maintenance of College servers and systems; maintenance of the College’s computer rooms; maintenance of College CCTV systems; maintenance of College telephone systems; liaising with external companies and contractors providing software and hardware solutions; maintenance of and compliance with IT policies in College; and supporting the College’s web based activities.
The IT Officer will report to the IT Manager, and will assist the IT Manager in ensuring the smooth running of the IT facilities, as well as supporting all parts of the College community with the use of those facilities. The IT Officer will take prime responsibility for the support of the College IT Infrastructure, and will work with the IT Manager to develop and extend it to meet the College’s current and future requirements.

The IT Officer will deputise for the IT Manager as and when needed, including oversight of the team on any occasions when the IT Manager is absent. They will work across all of the College’s sites, and must therefore be able and willing to travel between sites as required.

**Duties and Responsibilities**

**Primary responsibilities:**
To take primary responsibility for IT Infrastructure support, and to work with the IT Manager to develop those systems as required. This will include:

- Monitoring the physical VMware environment to ensure it meets College requirements for performance and availability;
- Ensuring smooth running of college networks, servers and other key systems;
- Monitoring the network for any hardware, server, application or service failure;
- Deploying any new IT equipment such as servers, PC’s, printers, switches or WAP’s as and when needed;
- Configuration of WiFi access points to enable client access and assist with on-boarding of clients;
- Configuration of Core and Edge Network Switch port configuration for network access and patching of clients for network access;
- Managing storage to ensure capacity is available to store College data and backups;
- Firewall management and creating network access rules
- Implementation of the College Information Security Policy technical controls
- Providing IT support to all members of the college, conferences and visitors.
- Installing and maintaining operating systems and application software.
- Upgrading and maintaining computer hardware.
- Monitoring potential security issues and remediation of threats.
- Creating and maintaining operational, systems and user documentation.
- Purchasing software and ensuring compliance with licensing agreements.
- Ensuring adherence to relevant IT policies and standards.

Additional responsibilities include contribution to:
- Administration work including help with IT project management and solution procurement.
- Maintaining a database of IT assets owned by the college.
- Contributing to development of college IT policies and ensuring compliance.
- Any other tasks as required by the IT Manager or as reasonably requested by the College.

**Person specification**

**Qualifications:**
- Educated to degree level or possessing relevant experience in a similar role.
- Server administration or networking qualification desirable.

**Experience:**
- **Essential:**
  - Experience of TCP/IP networking and switch setup, including VLANs, DHCP, STP, SNMP.
  - Experience of Windows Server (AD) and/or LDAP/eDir systems administration.
  - Experience of Linux systems administration including basic scripting skills.
  - Experience of installing and supporting desktop operating systems (Windows and Mac OS X).
• Experience of installing and configuring email clients and anti-virus software.
• Experience of virtual machine administration (VMware, HyperV, or Xen).
• Experience of systems backup and disaster recovery administration.
• Experience of providing first line IT support to users.
• Experience of documenting system configurations and changes.
• Experience of purchasing software and managing licenses.

Desirable:
• Experience of Bradford Network Sentry/FortiNAC administration.
• Experience of working within an academic environment.
• Experience of deploying and administering desktop services including imaging technologies.
• Experience of central anti-virus management (Sophos Enterprise Console).
• Experience of firewall, IPS and network access control system administration.
• Knowledge of IP CCTV systems.

Skills:
• High levels of self-motivation, initiative and ability to promote and demonstrate a flexible ‘can do’ attitude
• Demonstrable ability to take initiative, establish priorities and multi-task to deadlines with excellent attention to detail
• Excellent planning and organisational skills with the ability to drive multiple projects simultaneously
• Experience of successfully forming professional relationships and able to interact and co-operate effectively with colleagues at all levels
• Excellent interpersonal and communication skills, particularly a proven ability to communicate with non-technical users, with a strong customer orientation
• Resilient, able to work under pressure, able to find and deliver technical solutions for customers
• Able to work as part of a team and support team colleagues
• Willingness to learn, develop and improve

To apply for this position:
• If you have any questions or would like to have an informal chat about this role, please contact Tom Anstey, IT Manager: tom.anstey@st-hildas.ox.ac.uk.
• To apply for this post please complete a St Hilda’s College application form and send it to Susan Vickery, HR Manager: recruitment@st-hildas.ox.ac.uk.
• The closing date for applications is Monday 27th November at 5pm.
• The interviews will likely take place w/c 4th December.