Job Description

Job Title: IT Support Assistant

Accountable to: IT Technical Manager

Hours: Afternoons, 20-25 per week (0.5 - 0.68 fte)

Grade: University Grade 5

Overview of the role
The post-holder will be part of a team undertaking a broad range of tasks primarily dealing with general IT enquiries and desktop support as well as contributing to IT projects within the College.

The College runs a Windows 2012 R2 Active Directory and associated file servers. The managed desktop provision is currently Windows 7 and Office 2010 or Windows 10 and Office 2013/2016 (depending on age). Desktop support and updates are managed using Ghost Solution Suite and Kace. Business applications are running primarily on Windows Server with a couple of specialised business applications running on Linux Servers.

The College network currently consists of HPE switches, Aerohive wireless, a Fortigate firewall and Bradford Network Sentry as the current NAC solution.

Main Duties and Responsibilities

- Assist as required to maintain and develop all of the College’s IT infrastructure and equipment, including security and related issues.

- Provide user support to staff, students, academics and visitors, including equipment procurement, maintenance, repair, training and advice. The ability to communicate effectively with users at all levels in an academic environment is essential.

- Maintenance, updating, support and development of College IT infrastructure, including related documentation.

- Update databases from time to time as requested.

- Maintain and develop the asset register.

- Maintain toner stocks for college printers and office supplies.
• Maintain a secure network requiring an understanding of: network security, security by design, copyright issues, and encryption.

• Install desktops, monitors, printers, network switches and other ICT hardware at all college locations. This will involve manual handling and occasional use of ladders (suitable training will be provided).

**Other duties**

• 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 Technical Manager, ICT Director or at times the Domestic Bursar.

**Person Specification**

**Essential**

*Specialist Knowledge:*

• 2 years’ experience, or equivalent, providing generalist IT administrative expertise.

• Client operating systems (particularly Windows) and programs, Microsoft Office & email clients such as Microsoft Outlook.

*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.
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.
- Ability to prioritise workload while under pressure.
- Desire to provide excellent IT services to support a world-class learning and research environment.

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 Technical Manager or ICT Director.

Desirable
Specialist Knowledge:
- Audio-visual experience - data projectors and PA.
- Working knowledge of Ghost Solution Suite or similar desktop management environment.
- Experience of installing and managing at least one flavour of Linux.
- Experience of administration and design using Microsoft SQL Server.
- Experience in scripting.
- Experience of the Oxford collegiate system.
- A working knowledge of Active Directory.