



## Job Description

**Job Title:** IT Technical Manager

**Accountable to:** Domestic Bursar

**Accountable for:** N/A

**Liaison with:** Fellows, Students, Staff, Consortium.

### Main duties and Responsibilities

The main duties of the post are as follows:

1. Monitor the physical VMware environment to ensure it meets College requirements for performance and availability
2. Ensure smooth running of College networks, servers and other key systems
3. Monitor the network for any hardware, server, application or service failure
4. Deploy any new IT equipment such as servers, PCs, printers, switches or WAPs as and when needed
5. Configuration of WiFi access points to enable client access and assist with on-boarding of clients
6. Configuration of Core and Edge Network Switch port for network access and patching of clients for network access
7. Manage storage to ensure capacity is available to store College data and backups
8. Firewall management and network access rules
9. Implement the College Information Security Policy technical controls
10. Install and maintain operating systems and application software
11. Upgrade and maintain computer hardware
12. Monitor potential security issues and remediation of threats

13. Create and maintain operational, systems and user documentation
14. Purchase software and ensure compliance with licensing agreements
15. Offer 2<sup>nd</sup> line in-depth support as necessary to the IT Helpdesk.
16. Provide a high standard of support and advice to staff, students and guests in their use of the College's networks and AV/IT facilities.
17. Provide 2<sup>nd</sup> line support for conference visitors by liaising with conference administrators prior to arrival, create appropriate network access accounts, set up of conference PCs, day-to-day support and provision of AV for the duration of the conference
18. Provide IT support to all members of the college, conferences and visitors
19. Ensure adherence to relevant IT policies and standards
20. To lead on IT project management and provide professional and specialist advice to the college on Univ IT projects.
21. Prioritise critical support to the Academic Office during Admissions periods and Freshers' week and at other times according to the demand from the academic cycle.
22. Undertake sufficient personal and professional development as required, ensuring skills and knowledge are up to date so that the role is performed to the required level.

This is not an exhaustive list and may be amended in line with College needs. The post holder will be expected to perform other duties as reasonably required by the Domestic Bursar to ensure continuity of service delivery.



## Person Specification

### Essential

- Significant experience in a systems administration and/or infrastructure support environment working with small to medium size organisations
- Experience in maintaining resilient and secure web services (e.g. SSL certification)
- Excellent understanding and working knowledge of: Active Directory, DNS, SQL, DHCP, Group Policy administration, and PowerShell
- Experience in managing enterprise class switches and firewalls
- A sound understanding of IP Networking including VLAN and NAT implementations
- Outstanding communication and interpersonal skills to deal with a wide range of ICT customers, including the ability to provide clear explanations, both in person, on the phone or in writing of technical aspects in plain language understandable by all
- The ability to prioritise work effectively while working under pressure
- A proactive team player; confident and diplomatic
- The desire and ability to provide a highly customer-centric service in a constantly changing and fast-paced environment

### Desirable

- Administrative experience of a VMware (or equivalent) virtualised server environment
- A working knowledge of the University of Oxford and the Collegiate environment
- Experience of providing IT support in a Further/Higher Education environment