Harris Manchester

**Harris Manchester College**

**Further Particulars:**

**IT Support Assistant**

**Salary: £22,847 - £26,341**

**Hours: Full Time (37.5 hours per week)**

**Application deadline: 18th October 2021**

**The College**

Harris Manchester College is unique in Oxford as it takes only undergraduate and graduate students aged 21 and over. The College is located in central Oxford. The College’s primary objective is to provide an academic and social environment in which mature students can flourish. Although the College was founded over 200 years ago, it became part of the University only in 1990 and offers a distinctive and friendly atmosphere. The College community consists of some 230 students reading for Oxford degrees, at undergraduate and graduate level.

**Overview of the Post**

The IT Support Assistant will be based in the IT Office and will report to the Systems Administrator. The key responsibilities of the role will be:

1. Helpdesk: first-line support to users (including Fellows, students, staff, and conference guests.)

2. Maintaining the working order of College computers and printing facilities.

3. IT infrastructure: assisting with the maintenance and associated reporting of college owned computing hardware.

4. Audio-visual: the setup, maintenance of and user support for the College audio-visual facilities.

5. Website: maintaining and updating the College website, technological support in relation to College communications and media, and working closely with the Director of Communications to ensure that content is up to date.

**Key Responsibilities**

**Helpdesk**

Deliver effective and efficient first line support for Fellows, students, staff and conference guests, including hardware and software installs, trouble-shooting and system configuration assistance to ensure compliance with college operational requirements and relevant ICT regulations.

• Hardware and software deployment of college owned and operated equipment - including staff or Academic terminals and printers.

• Basic network support to all members and guests.

• Assist the Systems Administrator in the delivery of administrative and technical tasks.

**IT Infrastructure**

• Hardware and software setup for college terminals (staff and shared) in addition to acting as an administrator for those terminals.

• Other infrastructure roles as required by the Systems Administrator.

**Audio-visual**

• To advise conference organisers and guests of the audio-visual and information technology facilities available.

• To provide general assistance to conference organisers and attendees.

• To set up and operate audio-visual equipment in response to bookings made with the College, by Fellows, staff and students.

**Website**

• To provide technical support to College communications staff, including updating the College website.

**Person Specification and Skills**

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| **Essential** | **Desirable** |
| Experience of Microsoft Windows 10 desktop and laptop support | Experience of updating websites and website content management |
| Sound working knowledge of Office365 products including Word, Excel, PowerPoint, SharePoint and Outlook | Knowledge of Windows Server 2019 (AD, DHCP, DNS, RDP) |
| Wired and Wireless troubleshooting skills and knowledge | Understanding of Microsoft Group Policy Objects |
| Good communication skills, including the ability to provide clear explanations, both in person, by telephone and in writing of technical matters in plain language understandable by all | Linux, Apache, MySQL and PHP |
| An understanding of the importance of and the ability to provide excellent customer service, including logging and tracking incidents and calls to ensure a timely response | Knowledge of scripting e.g. SQL and PowerShell |
| Experience of MFA, and Anti-Virus software | Audio-Visual experience |
| Hardware support experience e.g. installing memory/hard drives |  |
| Experience of diagnosing and fixing printer and other peripheral device issues along with software installation and upgrade experience |  |
| An aptitude and enthusiasm for learning new skills and systems quickly |  |

**Benefits and conditions**

1. Salary in the range of £22,847-£26,341per annum

2. Working hours: 37.5 hours per week, excluding lunch hours with some flexible working required to meet the needs of the College. Free meals provided when on duty and the kitchen is open

3. Pension: You will be auto-enrolled into a contributory pension scheme (Pensions Trust).

4. Annual leave: 30 days plus bank holidays, normally to include the days when the College is closed at Christmas and in the Summer with the remainder to be taken at a mutually agreed time, but normally outside of term. You may be required to work the May bank holidays for which time may be taken off in lieu

**Appointment Procedures**

The closing date for applications is 18th October 2021. Please supply a CV which gives details of your education, qualifications obtained, and past and present employment and the details of two referees. Please also provide a brief covering letter, which outlines your suitability for this post and which refers to the Person Specification and Skills detailed above.

Applications should be sent to the Bursar: [peter.hyde@hmc.ox.ac.uk](mailto:peter.hyde@hmc.ox.ac.uk)

**Equal Opportunity**

The College is an equal opportunities employer and adheres to the University’s Equal Opportunity Policy and Code of Practice, a copy of which is available on request.

**Right to work in the UK**

The appointment will be subject to the satisfactory completion of provision of proof of the right to work in the UK