Job description and selection criteria

Job title	IT Infrastructure Officer
Division	Mathematical, Physical and Life Sciences (MPLS)
Department	Computer Science
Location	Wolfson Building, Parks Road, Oxford.
Grade and salary	Grade 6: £34,982 - £40,855 per annum (pro-rata)
Hours	Part time (7,5 hours / %20FTE)
Contract type	Fixed-term for 2 years
Reporting to	Deputy IT Manager for Infrastructure
Vacancy Reference	176491
Additional information	Secondment can be considered

Overview of the role

The IT Infrastructure Officer will play a key role in ensuring the department's IT systems run smoothly as its infrastructure continues to grow. Over the years, the department's network has expanded across multiple buildings and research facilities, requiring dedicated attention to keep everything functioning efficiently. This new role has been created to help meet the rising demand for reliable IT services and to manage the increasingly complex infrastructure.

Working under the guidance of the Deputy IT Manager, the Infrastructure Officer will be responsible for setting up, maintaining, and eventually decommissioning servers, networking equipment, and other essential systems. This includes managing equipment housed in data centers, Intermediate Distribution Frames (IDFs), and network closets throughout the department's facilities.

This is a new position, initially offered at 0.2 FTE for two years. After this period, there is potential for the role to be extended either in duration or expanded to a higher FTE, depending on the evolving needs of the department and the success of the role.

Flexible working

This position is 100% onsite work. Working hours and work patterns can be flexible.

Responsibilities/duties

1. Infrastructure Management:

- Commission and decommission servers and networking equipment in response to departmental and research needs.
- Manage power, storage, and network configurations for both new and existing systems.
- Perform routine maintenance, including firmware updates, system upgrades, and equipment checks.
- Ensure the proper functioning of Intermediate Distribution Frames (IDFs) and network wiring closets across multiple buildings.
- Act as the primary point of contact for research teams, providing infrastructure-related support and advising on IT resource needs.
- Take part in the selection, provisioning, installation, configuration, and decommissioning of IT infrastructure.
- Manage security patches and other standard system and network administration tasks.
- Contribute to the definition, documentation, and implementation of operational procedures.
- Support the development of disaster recovery solutions to protect services and data.

2. Support Service Delivery:

- Troubleshoot hardware and network issues methodically, providing 2nd/3rd line support.
- React promptly to Major Incidents involving IT Infrastructure, working to resolve issues effectively.
- Present a professional, helpful, and approachable demeanour when dealing with external and internal stakeholders.
- Provide timely and effective IT support to ensure the smooth delivery of infrastructure services.

3. Training and Career Development:

- Keep up-to-date with emerging technologies, trends, and best practices in IT infrastructure.
- Seek out and apply technical documentation on new products, technologies, and legislation in this rapidly evolving field.
- Participate in relevant training and professional development opportunities to expand technical skills.
- Perform other duties appropriate to the grade as required by the Deputy IT Manager, based on your skills and experience.

Training and Development Opportunities

This role provides significant opportunities for professional growth and skill development. The successful candidate will have access to formal training through the University's IT Learning Programme as well as CBTNuggets, which offers a variety of courses on advanced network management, server administration, and infrastructure security.

Additionally, there will be numerous opportunities to work with and learn from experienced IT professionals across the University, as well as external vendors and technology partners. This exposure will enable the post holder to develop new skills in areas such as virtualization, automation, cloud services, and advanced networking.

The Infrastructure Officer will also have the chance to take on more responsibilities over time, including participating in strategic IT projects, leading infrastructure upgrades, and working on high-level initiatives like disaster recovery planning and system optimization. For those looking to advance their careers, this role offers a solid foundation for moving into senior IT positions or specialized technical roles within the department or across the University.

Essential Selection Criteria

- Educated to at least A-level or equivalent, or with substantial experience in a relevant field.
- Experience in providing infrastructure or technical support in a complex environment, ideally within a university environment.
- Proven skills in managing and maintaining hardware, including servers, storage systems, and network devices.
- Demonstrable experience with wired and wireless networking fundamentals.
- Knowledge of data storage management and backup methodologies.
- Excellent interpersonal and communication skills, both written and verbal, with the ability to convey technical concepts in an accessible and supportive way.
- Ability to work both independently and as part of a team, managing tasks to meet deadlines, sometimes under pressure.
- Strong attention to detail and accuracy in a busy, varied work environment.
- Self-motivation and initiative, with the ability to identify and resolve problems effectively.

Desirable Selection Criteria

- Relevant certifications, such as CompTIA Server+, CompTIA Network+, Cisco CCNA, or data center-related certifications (e.g., DCIM or DCPRO).
- Experience in managing structured cabling, rack installations, and other physical aspects of data center infrastructure.
- Familiarity with storage certifications or technologies, such as NetApp Certified Data Administrator or Dell EMC certifications.
- Basic knowledge of network protocols and services, and how they support data center operations.
- Experience with scripting or automation (e.g., PowerShell or Python) to streamline infrastructure management.
- Understanding of the project lifecycle, including planning, implementation, execution, and closure stages.
- Experience with documenting technical procedures and creating operational reports.

Pre-employment screening

Standard checks

If you are offered the post, the offer will be subject to standard pre-employment checks. You will be asked to provide: proof of your right-to-work in the UK; proof of your identity; and (if we haven't done so already) we will contact the referees you have nominated. You will also be asked to complete a health declaration so that you can tell us about any health conditions or disabilities for which you may need us to make appropriate adjustments.

Please read the candidate notes on the University's pre-employment screening procedures at: https://www.jobs.ox.ac.uk/pre-employment-checks

About the University of Oxford

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford's researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual's unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities and we rank first in the UK for university spin-outs, and in recent years we have spun out 15-20 new companies every year. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford.
For more information, please visit www.ox.ac.uk/about/organisation.

Department of Computer Science

The Department of Computer Science is consistently recognised as the internationally leading centre of research and teaching across a broad spectrum of computer science, ranging from foundational discoveries to interdisciplinary work with significant real-world impact.

We are proud of our history as one of the longest-established computer science departments in the country, as we continue to provide first-rate undergraduate and postgraduate teaching to some of the world's brightest minds. We enjoy close links with other University departments and Oxford research groups and institutes.

Our greatest asset is our people. We consistently attract the best staff and students and, thanks to them, we have been ranked as the world's leading university for computer sciences for six years in a row by the *Times Higher Education*.

Find out more information on our website https://www.cs.ox.ac.uk/

The Department of Computer Science holds a bronze Athena Swan award to recognise advancement of gender equality: representation, progression and success for all.

Mathematical, Physical, and Life Sciences Division (MPLS)

The Mathematical, Physical, and Life Sciences (MPLS) Division is one of the four academic divisions of the University. Oxford is widely recognised as one of the world's leading science universities and the MPLS Division is home to our non-medical sciences, with 9 academic departments that span the

full spectrum of the mathematical, computational, physical, engineering and life sciences, and undertake both fundamental research and cutting-edge applied work.

For more information about the MPLS division, please visit: www.mpls.ox.ac.uk

How to apply

Applications are made through our online recruitment portal. Information about how to apply is available on our Jobs website https://www.jobs.ox.ac.uk/how-to-apply.

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

As part of your application you will be asked to provide details of two referees and indicate whether we can contact them now.

You will be asked to upload a CV and a supporting statement. The supporting statement must explain how you meet each of the selection criteria for the post using examples of your skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants)

Please upload all documents **as PDF files** with your name and the document type in the filename.

All applications must be received by **midday** UK time on the closing date stated in the online advertisement.

If you currently work for the University please note that:
- as part of the referencing process, we will contact your current department to confirm basic employment details including reason for leaving
- although employees may hold multiple part-time posts, they may not hold more than the equivalent of a full time post. If you are offered this post, and accepting it would take you over the equivalent of full-time hours, you will be expected to resign from, or reduce hours in, your other posts(s) before starting work in the new post.

Information for priority candidates

A priority candidate is a University employee who is seeking redeployment because they have been advised that they are at risk of redundancy, or on grounds of ill-health/disability. Priority candidates are issued with a redeployment letter by their employing department(s).

If you are a priority candidate, please ensure that you attach your redeployment letter to your application (or email it to the contact address on the advert if the application form used for the vacancy does not allow attachments).

If you need help

Application FAQs, including technical troubleshooting advice is available at: https://staff.web.ox.ac.uk/recruitment-support-faqs

Non-technical questions about this job should be addressed to the recruiting department directly at: hr@cs.ox.ac.uk

To return to the online application at any stage, please go to: www.recruit.ox.ac.uk.

Please note that you will receive an automated email from our online recruitment portal to confirm receipt of your application. **Please check your spam/junk mail** if you do not receive this email.

Important information for candidates

Data Privacy

Please note that any personal data submitted to the University as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the University's Privacy Notice for Job Applicants at: https://compliance.admin.ox.ac.uk/job-applicant-privacy-policy. The University's Policy on Data Protection is available at: https://compliance.admin.ox.ac.uk/data-protection-policy.

The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for very senior research posts at **grade RSIV/D35 and clinical equivalents E62 and E82** of 30 September before the 70th birthday. The justification for this is explained at: https://hr.admin.ox.ac.uk/the-ejra.

For **existing** employees on these grades, any employment beyond the retirement age is subject to approval through the procedures: https://hr.admin.ox.ac.uk/the-ejra.

There is no normal or fixed age at which staff in posts at other grades have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

Equality of opportunity

Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Benefits of working at the University

Employee benefits

University employees enjoy 38 days' paid holiday, generous pension schemes, flexible working options, travel discounts including salary sacrifice schemes for bicycles and electric cars and other discounts. Staff can access a huge range of personal and professional development opportunities. See https://hr.admin.ox.ac.uk/staff-benefits

Employee Assistance Programme

As part of our wellbeing offering staff get free access to Health Assured, a confidential employee assistance programme, available 24/7 for 365 days a year. Find out more https://staff.admin.ox.ac.uk/health-assured-eap

University Club and sports facilities

Membership of the University Club is free for University staff. It offers social, sporting, and hospitality facilities. Staff can also use the University Sports Centre on Iffley Road at discounted rates, including a fitness centre, powerlifting room, and swimming pool. See www.club.ox.ac.uk and https://www.sport.ox.ac.uk/.

Information for staff new to Oxford

If you are relocating to Oxfordshire from overseas or elsewhere in the UK, the University's Welcome Service includes practical information about settling in the area, including advice on relocation, accommodation, and local schools. See https://welcome.ox.ac.uk/

There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependants. See https://staffimmigration.admin.ox.ac.uk/visa-loan-scheme

Family-friendly benefits

We are a family-friendly employer with one of the most generous family leave schemes in the Higher Education sector (see https://hr.web.ox.ac.uk/family-leave). Our Childcare Services team provides guidance and support on childcare provision, and offers a range of high-quality childcare options at affordable prices for staff. In addition to 5 University nurseries, we partner with a number of local providers to offer in excess of 450 full time nursery places to our staff. Eligible parents are able to pay for childcare through salary sacrifice, further reducing costs. See https://childcare.admin.ox.ac.uk/.

Supporting disability and health-related issues (inc menopause)

We are committed to supporting members of staff with disabilities or long-term health conditions, including those experiencing negative effects of menopause. Information about the University's Staff Disability Advisor, is at https://edu.admin.ox.ac.uk/disability-support. For information about how we support those going through menopause see https://hr.admin.ox.ac.uk/menopause-guidance

Staff networks

The University has a number of staff networks including for research staff, BME staff, LGBT+ staff, disabled staff network and those going through menopause. Find out more at https://edu.admin.ox.ac.uk/networks

The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is run by volunteers that aims to assist the partners of new staff settle into Oxford, and provides them with an opportunity to meet people and make connections in the local area. See www.newcomers.ox.ac.uk.

Research staff

The Researcher Hub supports all researchers on fixed-term contracts. They aim to help you settle in comfortably, make connections, grow as a person, extend your research expertise and approach your next career step with confidence. Find out more https://www.ox.ac.uk/research/support-researchers/researcher-hub

Oxford's Research Staff Society is a collective voice for our researchers. They also organise social and professional networking activities for researchers. Find out more https://www.ox.ac.uk/research/support-researchers/connecting-other-researchers/oxford-research-staff-society