## Job Description and Selection Criteria

**Job title**  
IT Technician

**Division**  
Mathematics Physical and Life Sciences

**Department**  
Mathematical Institute

**Location**  
Andrew Wiles Building, Radcliffe Observatory Quarter, Woodstock Road, Oxford, OX2 6GG

**Grade and salary**  
Grade 04S: £25,138 - £28,759 per annum

**Hours**  
Full time (36.5 hours per week)

**Contract type**  
Permanent

**Reporting to**  
Head of IT (currently Waldemar Schlackow)

**Vacancy reference**  
167504

**Additional information**  
This is a full-time position that cannot be held concurrently with any other substantive post without the explicit permission of the Head of Department. This position is subject to a 12-month probationary period.

Please ensure that as well as a CV you upload a [supporting statement](#) as applications will be judged against the essential and desirable criteria and the application should thus directly address each point to show how their experience and skills meet the criteria. Examples of relevant experience and skills may have been gained through paid employment, voluntary/community work, domestic responsibilities, spare time activities and training.

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### The role

Reporting to the Head of IT, the IT Technician provides invaluable day to day systems and user support to all members of the department, in collaboration with the rest of the IT team. The role
also involves administration and support tasks to support our core research, teaching, administration and event activities such as system installations, AV support, account management and hardware maintenance.

You must have good communication skills to be able to provide frontline support, as you will often be the first point of contact to answer questions on any of the diverse departmental IT systems.

You will be able to provide excellent customer service to stakeholders from all areas of the department and approach any system issues methodically.

The Mathematical Institute, located in the stunning Andrew Wiles Building in central Oxford, is the hub for mathematics teaching and research across the University. The IT Team of seven collectively manage 1500+ devices and systems, providing facilities and services to around 250 members of departmental staff, 300 postgraduate research (PGR) students, 175 postgraduate-taught (PGT) students and 900 undergraduate students, as well as numerous visitors and collaborators.

We have a supportive, helpful culture and work very closely with end users; all members of the IT team are therefore expected to provide user support as required. The department’s IT systems themselves are large, with numerous physical and virtual servers (approximately 90% Linux), 700+ managed machines (80% Linux, 15% Windows and 5% Mac OS), a further 300+ machines provisioned for self-management, and numerous personal devices all connecting via the managed network infrastructure.

**Responsibilities/duties**

1) **General Systems & User Support**

   - Provide frontline support, advice and assistance (face to face, remotely via the email help request system or video call) to users during core working hours
   - Monitor the IT help request ticketing system and resolve or assign tickets as appropriate
   - Triage walk-in problems – solving where possible, logging problems or redirecting to log a support request or to other IT staff as appropriate
   - User account creation, extension, unexpiry, password resets etc
   - Provision very short term restricted individually identifiable accounts for events presenters, interview candidates etc to use departmental managed machines
   - Retrieval of central university SSO account for HR induction process
   - Provide guidance and demonstration of standard use of teaching and meeting room AV systems; triage of AV problems and escalation as necessary
   - Provide some initial AV guidance to new users of the Taught Course Centre room video conferencing system used for Teams based lectures shared between 5 universities
   - Monitor and manage bookable and loaned equipment, issue booked items, ensure items are returned, set up items in rooms for critical activities (e.g. interviews), and provide initial demonstration/training on use of bookable items where required

2) **Hardware**

   - Desktop and laptop system installations using automated installation system
   - Perform changes and moves of computers, monitors, printers, telephones, keyboards, mice, webcams, headsets etc
   - Monitor the Icinga web-based system monitoring console and respond to problems listed as appropriate, e.g. reboot machines due to power fluctuations, investigate
downed systems, replace toners etc
• Timely response to and resolution of SALTO lock battery level alerts, and annual PPD of SALTO locks, across the building (400+ locks)
• Standard printer maintenance, engineer callouts, toner cartridges replacement and stock monitoring
• Investigate and clear standard desktop and laptop hardware faults
• Liaise with suppliers and hardware manufacturers as required in cases of equipment failure for engineer callouts and warranty exchanges or repairs
• Conduct the annual physical check of the IT equipment asset register
• Issue personally held devices and ensure such assets are properly recorded
• Wipe data and passwords from systems prior to rehoming/recycling/disposal
• Provide hands-on support to other IT support staff who may be remote at times and require local assistance

3) Other

• Weekly IT team meetings
• Organise and perform display screen assessments
• Follow standard operating procedures as documented in the team wiki; adjust and contribute to such material as appropriate
• Act as an ambassador for the IT team always acting in a professional manner to all stakeholders and customers
• Any other duties as may be determined by the Head of Administration and Finance and the Head of IT that are commensurate with the grade and general intent of this post.

Selection criteria

Working as a team there is flexibility to share and collaborate on tasks and work on different aspects of the systems over time.

Your application will be judged only against the criteria which are set out below. You should ensure that your application shows clearly how your skills and experience meet these criteria.

The Selection Committee for this process is expected to comprise:

- Dr Waldemar Schlackow
- Dr Keith Gillow
- tbc

The University is committed to fairness, consistency and transparency in selection decisions. Members of the selection committee are aware of the principles of equality of opportunity, fair selection and the risks of bias.

If, for any reason, you have taken a career break, parental leave or have had an atypical career and wish to disclose this in your application, the selection committee will take this into account, recognising that the quantity of your experience may be reduced as a result.

Essential:

• Systematic and methodical approach to problem solving, with a “leave it better than you found it” mentality, and a commitment to follow through tasks to successful completion with minimal supervision
• Demonstrable focus on responsive and reliable customer service, with a proven ability to triage incoming problems and work well under pressure, delivering user-focused results
• Excellent communication skills including the ability to communicate complex technical issues to experts and non-experts at various levels
• Have a natural curiosity about topics outside normal area of expertise, demonstrated through a willingness and ability to learn new skills
• Proven record of availability to users in core working hours; ability to work independently and as part of a team, working co-operatively with junior and senior colleagues
• Experience with one or more of Windows/Linux/Mac OS

Desirable:

• Experience of hardware maintenance
• Experience of ticketing systems and wikis to manage effective shared support and technical documentation
• Experience documenting technical and administrative procedures
• Experience of Windows, Linux and MacOS X systems administration
• Experience of IT support in an academic environment

What we can offer you:

• This role primarily works on site full time but there may be some flexibility in the specific hours and support for occasional remote working where there are sufficient blocks of work that can be done in this way.
• The package includes generous holiday, defined-benefits pension, and associated benefits.
• Access to a cycle loan scheme and membership of a variety of social and sports clubs.
• Departmental Employee Assistance Programme, alongside dedicated support both within the Department and wider University for your personal and career development.

If you wish to speak to someone informally about this post, please contact Dr Waldemar Schlackow (Head of IT) [waldemar.schlackow@maths.ox.ac.uk] or Dr Keith Gillow (Director of IT and Physical Resources) [keith.gillow@maths.ox.ac.uk]. Further information about the department is available at <http://www.maths.ox.ac.uk/>. In particular IT information is at <http://www.maths.ox.ac.uk/members/it>.

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.

The Mathematical Institute

The Mathematical Institute, as Oxford’s Department of Mathematics is known, is one of the leading mathematics departments in the world. Our mathematical research, impact and environment have twice been ranked first in the UK, in the 2021 and 2014 Research Excellence Framework exercises, a government review of research in all UK universities. The Mathematical Institute is the focus of research into both fundamental mathematics and its applications, and our inclusive nature and overall size are key factors in the provision of an outstanding research environment for our members. The large number of faculty, postdocs and students in the Mathematical Institute, all supported by excellent facilities, allows us to maintain a critical mass in research groups encompassing a wide spectrum of mathematics, while our integrated nature fosters collaboration between fields. We also host a large number of academic visitors. Our web pages (www.maths.ox.ac.uk) provide comprehensive information about all of our activities.

The research activities of the Institute as a whole can be gauged from the web pages of the research groups and centres within the Institute (www.maths.ox.ac.uk/research). The range of our research interests is well reflected by the profile of our faculty as listed at www.maths.ox.ac.uk/people. Many members of the Institute have received prestigious prizes and other special recognition for their work; some recent examples can be found at www.maths.ox.ac.uk/news.

The Mathematical Institute moved into the purpose-built Andrew Wiles Building in the University’s Radcliffe Observatory Quarter in September 2013. As well as providing offices for all staff and graduate students, it houses a range of other facilities available to members of the department, including the Whitehead Library, a large range of meeting rooms, teaching spaces, lecture rooms, and social spaces, and a small laboratory for carrying out table-top experiments. For more information, see www.maths.ox.ac.uk/about-us.

Teaching is central to the life of the Mathematical Institute and we have around 900 undergraduates on course, some on joint courses with other departments. We teach around 250 students each year across five taught master’s degree courses, and have over 250 doctoral students in residence at any one time. Our doctoral programme always attracts the best research students from across the world, and we have a broad mentoring and training programme.

The Mathematical Institute strives to ensure that all staff and students are given the opportunities and support they need to achieve their potential. We are committed to equality of opportunities and to advancing women’s careers. We support staff returning from long-term absence with teaching relief, offer flexible working arrangements, and the department sponsors University nursery places to support the priority allocation of childcare to our staff. Further information about
family support can be found below under University Benefits, Terms and Conditions. Our Equality, Diversity & Inclusion Committee\(^1\) contributes to many aspects of our work.

As part of the department's commitment to openness, inclusivity and transparency, we strongly encourage applications from all who consider they meet the requirements of the post, and particularly from women and ethnic minorities.

We have a number of family-friendly policies, such as the right to apply for flexible working, hybrid working, and support for staff returning from periods of extended absence. We are committed to ensuring an inclusive interview process and will reimburse up to £250 towards any additional care costs (for a dependent child or adult) incurred as a result of attending an interview for this position, which may not be applicable if the interviews are held remotely.

For more information on the Mathematical Institute, please visit: [www.maths.ox.ac.uk](http://www.maths.ox.ac.uk)

The Mathematical Institute holds a silver Athena Swan award to recognise advancement of gender equality: representation, progression and success for all.

**The Mathematical, Physical and Life Sciences Division**

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 10 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. Our research tackles major societal and technological challenges – whether developing new energy solutions or improved cancer treatments, understanding climate change processes, or helping to preserve biodiversity, and is increasingly focused on key interdisciplinary issues. We collaborate closely with colleagues in Oxford across the medical sciences, social sciences and humanities, and with other universities, research organisations and industrial partners across the globe in pursuit of innovative research geared to address critical and fundamental scientific questions.

The disciplines within the MPLS Division regularly appear at the highest levels in rankings, including the Times Higher Education and QS world rankings. Nationally, the quality of the Division's research outputs and environment, and the resulting impact, was recognised through strong performances in the UK Research Excellence Framework in both 2014 and 2021.

MPLS is proud to be the home of some of the most creative and innovative scientific thinkers and leaders working in academe. Our senior researchers have been awarded some of the most significant scientific honours and we have a strong tradition of attracting and nurturing the very best early career researchers who regularly secure prestigious fellowships and faculty positions. MPLS continues in its work to support diversity in its staffing, seeing that it will bring benefits to all, and we are pleased to note that all academic departments in the Division hold Athena Swan Awards.

We have around 7,300 full and part-time students (including approximately 3,400 graduate students) and play a major role in training the next generation of leading scientists. Oxford's international reputation for excellence in teaching is reflected in its position at the top of the major league tables and subject assessments. MPLS academics educate students of high academic merit and potential from all over the world. Through a mixture of lectures, practical work and the

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\(^1\) The Mathematical Institute was a founding supporter of the London Mathematical Society’s Good Practice Scheme ([www.lms.ac.uk/women/good-practice-scheme](http://www.lms.ac.uk/women/good-practice-scheme)). We have held an Athena SWAN Silver Award since 2016.
distinctive college tutorial system, students develop their ability to solve diverse mathematical, scientific and engineering problems.

MPLS is dedicated to bringing the wonder and potential of science to the attention of audiences far beyond the world of academia. We have a strong commitment to supporting public engagement in science through initiatives including the Oxford Sparks portal (www.oxfordsparks.ox.ac.uk) and a large variety of outreach activities; these are crucial activities given so many societal and technological issues demand an understanding of the science that underpins them. We also bring the potential of our scientific efforts forward for practical and beneficial application to the real world and our desire, aided by the work of Oxford University Innovation and Oxford Sciences Innovation, is to link our best scientific minds with industry and public policy makers.

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).

All applications must be received by 12.00 noon UK time on Wednesday 13 September.

Interviews are anticipated to take place in the week commencing 25 September.

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).

DATA PROTECTION: All data supplied by applicants will be used only for the purposes of determining their suitability for the post, and will be held in accordance with the principles of the Data Protection Act 1998 and the department’s data protection policy. https://www.maths.ox.ac.uk/members/policies/data-protection/statement

Due to the large volume of recruitment that the department administers we are unable to provide feedback to non-shortlisted applicants.
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 vacancies@maths.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, which with effect from 1 October 2023 will be 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, travel discounts, and a variety of professional development opportunities. Our range of other employee benefits and discounts also includes free entry to the Botanic Gardens and University colleges, and discounts at University museums. See [https://hr.admin.ox.ac.uk/staff-benefits](https://hr.admin.ox.ac.uk/staff-benefits)

**University Club and sports facilities**

Membership of the University Club is free for all University staff. The University Club 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](http://www.club.ox.ac.uk) and [https://www.sport.ox.ac.uk/](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 website includes practical information about settling in the area, including advice on relocation, accommodation, and local schools. See [https://welcome.ox.ac.uk/](https://welcome.ox.ac.uk/)
There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependents. See [https://staffimmigration.admin.ox.ac.uk/visa-loan-scheme](https://staffimmigration.admin.ox.ac.uk/visa-loan-scheme)

**Family-friendly benefits**

With one of the most generous family leave schemes in the Higher Education sector, and a range of flexible working options, Oxford aims to be a family-friendly employer. We also subscribe to the Work+Family Space, a service that provides practical advice and support for employees who have caring responsibilities. The service offers a free telephone advice line, and the ability to book emergency back-up care for children, adult dependents and elderly relatives. See [https://hr.admin.ox.ac.uk/my-family-care](https://hr.admin.ox.ac.uk/my-family-care)

The University has excellent childcare services, including five University nurseries as well as University-supported places at many other private nurseries. For full details, including how to apply and the costs, see [https://childcare.admin.ox.ac.uk/](https://childcare.admin.ox.ac.uk/)

**Disabled staff**

We are committed to supporting members of staff with disabilities or long-term health conditions. For further details, including information about how to make contact, in confidence, with the University's Staff Disability Advisor, see [https://edu.admin.ox.ac.uk/disability-support](https://edu.admin.ox.ac.uk/disability-support)

**Staff networks**

The University has a number of staff networks including the Oxford Research Staff Society, BME staff network, LGBT+ staff network and a disabled staff network. You can find more information at [https://edu.admin.ox.ac.uk/networks](https://edu.admin.ox.ac.uk/networks)

**The University of Oxford Newcomers' Club**

The University of Oxford Newcomers' Club is an organisation 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](http://www.newcomers.ox.ac.uk).