

**Job Description: ICT Infrastructure Officer**  
**(June 2013)**

**1 Main Conditions of Service**

<b>Job Title:</b>	Information Communication Technology Infrastructure Officer
<b>Department:</b>	Information Communication Technology
<b>Responsible to:</b>	ICT Manager
<b>Reports on a day to day basis to:</b>	ICT Manager
<b>Responsible for:</b>	Additional technicians as appropriate
<b>Grade and Salary:</b>	Grade 7
<b>Hours of Work:</b>	35 Hours per Week
<b>Leave Entitlement:</b>	<p>In addition to public holidays, this appointment carries with it a leave entitlement of 30 days, plus compensatory leave for working on Bank Holidays which fall within the full term of the University of Oxford.</p> <p>5 days of the entitlement are to be taken during the College's Christmas closure period.</p>
<b>Pension</b>	The appointee will be entitled to join the relevant College pension scheme
<b>Other Benefits:</b>	Lunch without charge when served on days on which the post-holder is on duty.
<b>Notice:</b>	This appointment may be terminated by either side by giving two months' notice in writing.

## 2 Purpose and Duties of the Post

### 2.1 Purpose

As the key technical member of the ICT team, the post holder will be required ensure that the College's information and communication technology needs, both current and future, are met. College services and networks are to be primarily maintained by the ICT Infrastructure Officer to ensure reliability, effectiveness and future proofing.

### 2.2 Main Duties

The post holder will be primarily responsible for maintaining the following (but will be supported in the delivery of these duties by the ICT Manager & ICT Assistant)

#### A1. Network Infrastructure & Security

**Delivery of a college IT network that is fast, efficient, reliable and protected from risks as far as budget and resources allow, including:**

- **Planning.** Plan improvements to the network to ensure that the network is able to support current and future demands placed on it
- **Managing college firewalls.** Ensure that all College firewall security policies satisfy current College security needs. Ensure that the firewalls are up to the task and keep a watching brief on developments in best practice.
- **Maintain the network infrastructure.** Monitor the performance of the Network. Ensure that all Network traffic satisfies current policy and deal with relevant breaches of college or university policy (E.g. 'Cease and Desist' notices or end user infections as detected by the University OxCert team). Ensure hardware is maintained and all switches are working properly.
- **College Antiviral solutions.** Ensure the updates of all College Computers and maintain a watching brief on the appropriateness of our current antivirus policies.
- **Malware infected computers.** As well as removal of such threats, a watching brief on the level of infections should be maintained keeping abreast of external developments and recommendations, particularly those that are published by OUCS (OxCert).
- **General network administration.** Structure the network to provide the desired balance between efficiency and security, maintain local and central DNS records, add/remove and maintain Active Directory user credentials for all staff and over 800 students, Roaming Profiles and Domain Group Policies.
- **Wireless networks.** Implement and maintain the University wireless access solutions (OWL and Eduroam) plus any other additional Wireless Access Points required.
- **Fire monitoring system.** Setup the links between the fire monitoring system and security services. Liaise with the Domestic Bursar to ensure that the College fire monitoring system is working within specification and satisfies college policy as laid down by the Domestic Bursar.

#### A2. College Services Infrastructure and Support

Delivery of an infrastructure fit to support the services required by the College, with appropriate security, resilience and backup. This includes, but not exclusively:

- **Provide the college's servers (21 at the time of writing).** Acquire/ build and maintain all servers, both physical and virtual, ensuring they are working within capacity, appropriate backup policies are in place (local CIFS and OUCS HFS), and they are integrated with college disaster recovery plans . Monitor their load and make recommendations as and when hardware and / or software upgrades are required.

- **Accounting packages.** Maintain and support both third party providers and end users of current Microsoft GP packages, Pyramid payroll services and provide access and support to legacy accounting systems of Unit-e and Aptos.
- **Student database systems.** Administer the college's current student administration suite including Microsoft ERM and Kinetic Solutions' Student Accommodation Module.
- **College EPOS systems.** Upgrade and maintain multiple essential college EPOS services. This includes Uniware software, tills, booking terminals and general user support.
- **Disaster recovery procedures.** In partnership with the ICT Manager, construct and document extensive disaster recovery procedures for the college's infrastructure and ensure those procedures are up to date.
- **Electronic platforms for information sharing (SharePoint, website).** Create, administer and maintain any information platforms the college requires for information sharing both internally (Sharepoint, intranet) and externally (website). Provide staff with support in helping to ensuring content is up to date and liaise with the external technical designers where appropriate
- **General hosting.** Provide hosting and support for various academic related sites including the Meeting Room Booking System. Hosting includes web space, DNS, MySQL database, FTP and SSH
- **Library services.** Install and troubleshoot library database, book-issuing and tracking software in cooperation with LAS and the college library staff.
- **General college front end services.** Upgrade and maintain and provide departmental support for multiple essential college services. E.g. The Raiser's Edge, Kinetics Conferencing Suite, and many more.
- **CCTV.** Maintain, support and administer access to the college's CCTV systems. Liaising with Lodge Staff and Thames Valley Police to produce required datasets and evidence.
- **SALTO** door security system. Maintain, support and administer the entire SALTO door entry system with responsibilities to ensure all necessary permissions are given to staff, students and guests. Liaising with Domestic Bursar, Accommodation Office and Lodge staff to ensure college security policies are adhered to.
- **Integration.** Constantly support other college departments in any projects or procedures to benefit the smooth and cost effective running of the college.

### A3. Planning and managing infrastructure

- **Planning.** Actively assist the ICT Manager in creation and maintenance of plans for future infrastructure and services.
- **Reporting** Help provide regular key performance indicators that assist the ICT Manager in create whatever reports are required by The Bursar and other members of College to monitor the efficiency, effectiveness and reliability of the College ICT infrastructure.

### A4 Helpdesk and hardware support for staff, students and guests

With the ICT Manager and other members of the ICT team help to deliver support including:

- **Helpdesk.** Provision of phone and remote desktop support for all the ICT needs of academic & administrative staff, and as far as possible for students and conference guests, and including troubleshooting of user account and general workstation related problems. Much of this role will be as a second line of support for cases beyond the scope of the ICT Assistant and other technicians.
- **IT equipment.** Help ensure that teaching and public rooms (including rooms used for computer training) are fitted with appropriate IT equipment, data projectors and screens.
- **Build, replace and upgrade college computers.** Keep a watching brief on software and hardware developments and upgrade College devices as defined within the College ICT Strategy, plans and budgets.

- **Printing.** Maintain/provide college staff and student with appropriate printing facilities. This includes photocopiers and student print charging mechanisms (PCounter).
- **Remote access.** Manage remote access to college servers and terminals to ensure security is maintained and remote desktop solutions used by academic and administrative staff meet the needs of the users.
- **Tills and other payment terminals.** Maintain and support the college tills and card top up services that operate on the Uniware EPOS system.
- **Other.** Any other reasonable duties as designated by the ICT Manager

#### **A5. Management.**

- **ICT Staff.** Where appropriate, the ICT Support Officer may be responsible for supervision of the ICT Assistant's workload and any other technicians employed by the department.
- **ICT Manager.** In the absence of the ICT Manager, the ICT Infrastructure Officer may be required to temporarily take on some of the responsibilities of that post.

#### **Essential**

- 5 years' experience providing generalist IT administrative expertise in a medium sized business
- Real interest in IT delivery and customer orientated design
- Initiative and pro-activity to follow through with problem solving and research
- High personal standards of performance and desire to develop skills and knowledge
- Accuracy and attention to detail
- Extensive administrative experience of most of the following: [Microsoft Operating Systems \(Server & Desktop\)](#), [Network & Domain Management](#), [Virtualisation Technologies \(Citrix Xen\)](#), [Linux](#) and [Web technologies](#).
- Excellent interpersonal skills including ability to explain complex technologies with clarity and patience.
- Real understanding of and aim to meet customer needs and service provision
- Ability to prioritise workload effectively, while under pressure and to provide flexibility and support within the IT team.

#### **Desirable**

- Experience of work in IT within the educational sector.