Oxford Centre for Islamic Studies

IT / AV OFFICER

Applications are invited for the position of IT / AV Officer at the Oxford Centre for Islamic Studies (OCIS), a Recognised Independent Centre of the University of Oxford.

This is a challenging role in which the post holder will be responsible for maintaining and supporting IT facilities and services for teaching, research and administration in the Centre.

Salary: In the region of £ 28098 – 33518 per annum (depending on qualifications and experience). For further details please see the website:
http://www.oxcis.ac.uk/vacancies/

Applications should be in the form of a covering letter and a current CV, including the names and full contact details of two referees and should be e-mailed to gordon.brown@oxcis.ac.uk.

The closing date for applications is Friday 8th December 2017.

Oxford Centre for Islamic Studies

About the Centre

The Oxford Centre for Islamic Studies is incorporated by Royal Charter. It is a Recognised Independent Centre of the University of Oxford and is registered as a charity (number 293072). The Patron of the Centre is HRH the Prince of Wales. The Centre was founded in 1985 with the aim of encouraging a better understanding of Islam and contemporary Muslim societies through learning and scholarship. To this end, the Centre supports students and post-doctoral researchers, hosts lectures and seminars, and maintains a well-equipped library.

The Centre Building

The Centre is currently housed in new, purpose-built premises in Marston Road, Oxford. This building combines on a single site the academic, social, and residential functions of the Centre, and is a physical symbol of partnership, toleration, and friendship between the Islamic and Western worlds of learning. The Centre's new premises, which combine traditional Oxford and Islamic architectural styles, occupy a 3.25 acre site in the Marston Road. The premises provide the Centre with accommodation for up to 54 students and Visiting Fellows, a dining hall, a mosque, an auditorium, beautifully landscaped gardens and quadrangles, and teaching and seminar rooms.

Working at the Centre

This is an exciting time for the Oxford Centre for Islamic Studies, and a great time to join our team. We are expanding and this is an excellent opportunity to contribute to a significant new development in Oxford academic life.

About the Post

This will be a challenging role in which the post holder will be responsible for maintaining and supporting IT and audio visual facilities and services for teaching, research and administration in the Centre. The IT team provides services and support to all staff, students and visitors. They manage every aspect of IT service delivery and support within the Centre. IT requirements change routinely and the post holder will be expected to respond to the need for new solutions and technologies. The Centre seeks an IT / AV Officer with a professional attitude and the necessary expertise to make an immediate contribution to the Centre's busy IT Department.

This post would suit someone who has experience in IT support and can operate effectively the IT Department with its diversity of commitments which include telecoms, audio visual and assistance with Centre events.

Further details of the duties are found in the Job Description.

Right to Work in the United Kingdom

The Immigration, Asylum and nationality Act 2006 makes it a criminal offence for employers to engage someone who is not entitled to work in the UK. Applicants will therefore be asked to provide proof of their right to work in the UK before employment can commence. Please note that original documents will be required. Where such documents are not in English, a certified translation is necessary. Please do not include these documents with your application. A request for the relevant information will be made at a later stage.

Equality and Diversity

The Centre is committed to the principle and practice of equality of opportunity. The Centre seeks to ensure that all candidates are treated fairly and that selection is based on individual merit and selection criteria relevant to the post.

Oxford Centre for Islamic Studies

Job Description

IT / AV OFFICER

The IT / AV Officer is responsible for providing professional, effective and customer-focused support to Centre members and guests. Assisting the IT Manager in the maintenance and development of all aspects of IT infrastructure and IT services provided within the Centre.

Responsible to:	IT Manager
Key Relationships:	All Centre members and guests
Hours of Work:	37.5 per week, (office hours typically 9:00-5:30 Monday to Friday with one hour for lunch), but will occasionally need to work during evenings or at weekends
Holiday Entitlement:	27 days per annum plus public holidays
Probation Period:	Contracts are offered on an initial 6 month probationary period
Salary:	In the region of £ 28098 – 33518 per annum depending on experience
Benefits:	Contributory pension scheme, lunches provided during term time, free gym membership

Overview

The IT Department manages every aspect of IT service delivery and support within the Centre. This includes audio visual and IP telephony requirements.

The IT Department consists of the IT Manager and the IT / AV Officer (this post). Together the team provides services and support to all members and guests within the Centre (consisting of about 60 staff, up to 50 students and our long term visitors).

The Centre has modern, robust and reliable IT facilities to support its teaching, research and operational needs. The IT infrastructure currently comprises of approximately sixteen Windows 2012 R2 and five Linux servers running on a VMware vSphere platform, HP StoreVirtual SAN, Cisco networking and Meraki wireless. There are approximately 120 Windows PCs and number of macOS computers in use.

The Centre has an impressive auditorium and several meeting rooms with high quality audio visual equipment intended to be used for presentations, video conferencing, panel discussions and other high profile events.

IT / AV Officer - key responsibilities:

- Provide first-line IT support to Centre members and guests.
- Assist the IT Manager as required to maintain, update, support and develop all of the Centre's IT infrastructure and services.
- Troubleshoot system and network problems. Diagnose and fix hardware or software faults.
- Ensure that IT policies are enforced to ensure the safe use of IT equipment. Encourage good information security practices within the Centre and ensure that systems are adequately protected against malware and unwanted intrusion.
- Write and update systems and user documentation. Keep records e.g. the Asset List up to date.
- Move equipment e.g. computers, monitors and printers when required. Set up AV equipment for events, install new equipment and dispose of old equipment in line with WEEE regulations.
- Participate in staff appraisals.
- Keep abreast of technical developments and undertake job-related training and development.
- Comply with Health and Safety regulations.
- Be prepared to work unusual hours on occasions in cases of operational necessity.
- Contribute to any order of business of the Centre as required by the IT Manager.

Selection Criteria:

Essential

- Previous experience in providing general IT support expertise.
- Experience configuring Windows Servers, including Active Directory, Group Policy, File Sharing, Print Server, DHCP and DNS.
- Experience configuring managed switches and wireless access points, including the use of VLANs.
- Client operating systems (Windows 10 and macOS) plus common applications, e.g. Microsoft Office & email clients such as Microsoft Outlook.
- Audio-visual experience – PowerPoint presentations, video conferencing.
- Thorough understanding of PC hardware. The ability to change hard disks or power supplies.
- Experience in cabling to network devices.
- Ability to identify and meet the needs of both internal and external customers in order to deliver a high-quality service.
- Ability to explain technical issues in an accessible way to non-technical Centre members.
- Ability to work independently and in a team.
- The ability to communicate (verbal and written) clearly in English, as well as having excellent inter-personal skills and to show a willing "can-do" attitude to staff, students and visitors at all levels of the Centre.
- Ability to understand and exercise the need for confidentiality and discretion.
- Ability to analyse technical and non-technical issues, prioritise, make informed judgements, and take appropriate actions with minimal guidance from the IT Manager.
- Ability to adapt successfully to changing circumstances and identify fresh approaches.

Desirable

- A working knowledge of Virtualisation technologies such as VMware vSphere.
- Knowledge of storage area networks
- Experience configuring firewalls.
- Experience of installing and managing at least one flavour of Linux.
- Experience with a scripting language such as PowerShell.
- Experience of administration of Microsoft's SQL Server or MySQL.
- Knowledge of Microsoft IIS or Apache.
- Knowledge of Content Management Systems e.g. Drupal.
- Experience of desktop imaging solutions and/or software deployment technologies.
- Previous experience in the higher education sector.
- Education to degree level or holding relevant IT certifications.

Application Process

Applications, which should include a CV and cover letter, should emailed to Mr Gordon Brown, gordon.brown@oxcis.ac.uk. Please ensure that you provide information which demonstrates how your skills and experience match the selection criteria for the post.

The closing date for applications for this post is **Friday 8th December 2017**.