

Oxford Centre for Islamic Studies

An institution for the advanced study of Islam and the Muslim world



IT OFFICER

Salary range: £31,459 – £36,616 per annum plus benefits

Hours of work: 37.5 hours per week

Location: Marston Road, Oxford, OX3 0EE

Applications are invited for the position of IT Officer at the Oxford Centre for Islamic Studies.

The post holder will be responsible for providing IT support to Centre members and guests, for setting up audio visual equipment and providing assistance with Centre events.

Please send applications by email to recruitment@oxcis.ac.uk. You should include a CV, a supporting letter evidencing how you meet the person specification and details of two referees.

The closing date for applications is **Thursday 13th March 2025**.

Job Description

IT OFFICER

The IT Officer is responsible for providing professional, effective and customer-focused support to Centre members and guests.

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.
Probation Period:	Contracts are offered on an initial 6-month probationary period.
Salary:	In the region of £31,459 – £36,616 per annum depending on qualifications & experience
Benefits:	35 days leave per annum including public holidays Generous pension scheme Lunches provided during term time (when available)

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, Senior IT Officer, and the IT Officer. Together the team provides services and support to all members and guests within the Centre.

The Centre has modern and reliable IT facilities to support its teaching, research, events and operational needs. The IT infrastructure currently comprises of approximately twenty-five Windows and six Linux servers running on Hyper-V and HP Aruba wired & wireless networking. There are approximately 130 Windows PCs and number of macOS computers in use.

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

Exciting future projects include the replacement of server infrastructure, wireless network refresh, the roll out of Windows 11 and the digitisation of our library collection.

Key Responsibilities:

- Provide IT support to Centre members and guests.
- Create new user accounts.
- Welcome new members and hold an introductory session to help them to get up and running and to connect personal devices to Wi-Fi, printers, and email.
- Monitor, respond and update support requests using the ticketing system, providing appropriate responses or escalate problems as necessary to the Senior IT Officer.
- Set up audio visual equipment for teaching, meetings, and events.
- Responsible for ensuring the working order of computers and peripherals, printing and teaching and meeting room AV, including replacement of consumables.
- Troubleshoot system and network problems.
- Diagnose and fix hardware or software faults.
- Encourage good information security practices within the Centre and ensure that systems are adequately protected against malware and unwanted intrusion.
- Keep records e.g. the Asset List up to date.
- Move equipment e.g. computers, monitors and printers when required.
- Install new equipment and dispose of old equipment in line with WEEE regulations.
- 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.
- Support Centre projects by providing technical expertise.
- Help with setting up digitisation facilities at the Centre.
- Provide assistance with digitisation projects as needed.
- Contribute to any order of business of the Centre as required by the IT Manager.

Person Specification:

Essential

- Knowledge and experience of Windows systems plus common applications e.g. Microsoft Office.
- Evidence of general networking knowledge (DNS, DHCP, TCP/IP, VLANs, cabling etc.)
- Proven ability to explain technical issues in an accessible way to non-technical users.
- Ability to work both independently and in a team.
- Clear communication skills (verbal and written) in English, as well as excellent inter-personal skills.
- Understanding of the need for confidentiality and discretion.
- Ability to analyse technical and non-technical issues, prioritise, make informed judgements, and take appropriate actions.
- Proven ability to carry out tasks under pressure with a high degree of accuracy and attention to detail and being proactive and showing initiative.
- Ability to adapt quickly to changing needs and priorities.
- Experience of working in a customer service environment with demonstrable client-focused “can do” approach, patience to understand the client’s needs and willingness to work in the most effective way to resolve queries, multitasking as necessary.
- Commitment to follow through tasks to successful completion.

Desirable

- Similar responsibilities in the higher education sector.
- Experience installing, configuring, and supporting macOS.
- Knowledge of digitisation technology and best practices for books and manuscripts.

Background to the Oxford Centre for Islamic Studies

About the Centre

The Oxford Centre for Islamic Studies is incorporated by Royal Charter and is registered as a charity (number 293072). The Patron of the Centre is HM King Charles III. 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's website, which provides full details of the Centre's work, is at www.oxcis.ac.uk.

The Centre Building

The Centre occupies 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 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 scholars 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.

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.