

UNIVERSITY OF OXFORD

DEPARTMENT OF COMPUTER SCIENCE

CRANE IT Support Officer

Computer Science, Mathematical, Physical, and Life Sciences

Summary

Job title	CRANE IT Support Officer
Division	Mathematical, Physical, and Life Sciences
Department	Computer Science
Location	Wolfson Building, Parks Road, Oxford, OX1 3QD Include information about any flexibility for hybrid/remote working and any local requirements about onsite working.
Grade and salary	Grade 7: £40,178 – £48,700 per annum
Hours	Variable hours
Contract type	Fixed-term for one year with possible extension
Reporting to	CRANE Programme Manager
Vacancy reference	189772
Additional information	Whilst the role is a Grade 7 position, we would be willing to consider candidates with potential but less experience who are seeking a development opportunity, for which an initial appointment would be at Grade 6 with the responsibilities adjusted accordingly. This would be discussed with applicants at interview/appointment where appropriate.

Athena Swan Silver Award · Race Equality Charter Bronze Award · Stonewall Silver Employer 2022 · Oxford Living Wage · We are a Living Wage Employer

The role

To provide IT support to the CRANE Programme, supporting the development, implementation, maintenance and troubleshooting of systems used across the Programme, while working collaboratively to resolve technical issues, optimise system performance and ensure IT solutions effectively support operational and project requirements.

Flexible working

The role offers flexibility in relation to working hours and location, with a combination of on-site and remote working where appropriate. Due to the operational nature of the role, the postholder may occasionally be required to work on-site or adjust their working arrangements at short notice to respond to urgent IT issues or time-sensitive project requirements. Any such requirements will be discussed and agreed as far in advance as reasonably practicable.

Responsibilities

SYSTEMS ADMINISTRATION/SUPPORT
• *Maintenance of Wordpress website including system updates, specified web development projects and ad hoc troubleshooting, and project aspects of underlying 'comprehensive web hosting' Linux platform.*
• *Provide technical IT support for the CRM system, troubleshooting and resolving issues and liaising with third-party suppliers as required to ensure effective system operation and integrations with other systems where feasible.*
TEAMWORK & MOTIVATION
• *Regularly investigates and supports incidents and problems to resolution*
• *Manages complex queries, the escalation of problems that cannot be solved with 3rd party suppliers and reporting on resolution*
• *Makes recommendations to solve systems issues arising from different uses and requirements to improve system effectiveness*
PROJECTS & CONTINUOUS IMPROVEMENT
• *Provide technical support for bespoke project-specific IT solutions, including the setup, maintenance and troubleshooting of API interfaces and integrations between systems, collaborating with colleagues in the Project the University and third-party suppliers as needed*
• *Leads initiatives for continuous improvement to the efficiency and quality of the Project IT systems, making recommendations on IT solutions and developing a roadmap of enhancements for the systems as relevant*
• *Fosters positive and collaborative relationships with key suppliers, the Departmental IT team and the University's central IT office as needed to facilitate smooth IT operations*
• *Provides advice to management and academic colleagues on IT systems, technologies, policies and service improvements within the CRANE Programme.*

Selection criteria

Essential selection criteria

- *Educated to degree level or equivalent*
- *Experience of systems administration and/or systems programming/development, particularly on Linux server environments and supporting users on WIndows Desktop*
- *Experience modifying, maintaining and writing scripts (eg Bash, Python, Perl)*
- *Experience working with Wordpress and static sites generated with Simply Static or similar*
- *Excellent oral and written communication skills, with the ability to converse at an appropriate technical level with a wide variety of users including senior academics.*
- *Good problem-solving ability with the skills to diagnose complex issues*
- *Ability to contribute as an effective team member and independently.*

Desirable selection criteria

- *Evidence of identifying and implementing improvements, through the innovative selection, development and introduction of technical solutions.*

Pre-employment screening

Standard checks

If you are offered the post, the offer will be subject to standard pre-employment checks. These include:

- **right to work and identity checks -** you will be asked to provide proof of your right-to-work in the UK and proof of your identity;
- **references, -** if we have not already done so, we will contact the referees you have nominated;
- **previous University employment -** if you have previously worked for the University, we will verify key employment information with the relevant department or unit, including your dates of employment and reason for leaving and;
- **health declaration -** you will 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.

For more information about the University's pre-employment screening, please read the candidate guidance https://www.ox.ac.uk/about/jobs/explore-our-careers/applications-process/pre-employment-screening

About the University of Oxford

We are the University of Oxford, the world's oldest and top-ranked university, sitting in the heart of one of the UK's most dynamic and diverse cities. 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.

Our people are central to our success, and we are committed to fostering an inclusive environment where everyone can thrive. We recognise that diversity is a strength and is vital for innovation and creativity. We aspire to build a truly diverse community which values and respects every individual's unique contribution.

Join us and you will become part of a unique, democratic and international community, with a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford. Further information regarding the staff benefits can be found on the final page.

For more information, please visit https://www.ox.ac.uk/about.

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 seven years in a row by the Times Higher Education.

Find out more information on our website http://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

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 the application process is available on our Jobs website https://www.ox.ac.uk/about/jobs/explore-our-careers/applications-process/how-to-apply

Your application will be assessed solely on the basis of your ability to meet the selection criteria stated in the job description.

As part of your application, you will be asked to provide:

- your CV;
- a supporting statement explaining how you meet each of the selection criteria, 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); and
- details of two referees, including whether we may contact them at this stage.

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

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

Additional information for applicants

If you currently work at the University

If you are a current University employee, please note that:

- as part of the referencing process, we will contact an appropriately senior member of your current department to confirm basic employment details, including your 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.

If you currently work at the University and are a priority candidate:

- Please 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

For application FAQs and technical support, visit: https://www.ox.ac.uk/about/jobs/explore-our-careers/applications-process/support-with-online-applications

For questions about the role, please contact: *recruitment@cs.ox.ac.uk*

You can return to your online application at any time via: https://www.ox.ac.uk/about/jobs/explore-our-careers/applications-process/how-to-apply

You will receive an automated email confirming receipt of your application. If you do not receive this, please check your spam or junk folder.

Important information for candidates

Data privacy

Personal data submitted 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://www.ox.ac.uk/about/how-we-are-run/policies-and-statements/policy-hub/job-applicant-privacy-policy.

The University's Policy on Data Protection is available at: https://www.ox.ac.uk/about/how-we-are-run/policies-and-statements/policy-hub/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.

For **existing** employees on these grades, any employment beyond the retirement age is subject to approval.

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

Equal opportunity

The University of Oxford is committed to equal opportunity, and to being a place where everyone belongs and is supported to succeed. We recognise how the diversity of our community enriches our ability to deliver on our academic mission.

We welcome applications from individuals from all backgrounds, including those under-represented within higher education. No applicant or members of staff shall be unlawfully discriminated against on the basis of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Appointment and progression are based on personal merit and the application of criteria relevant to the duties and requirements of the post. In all cases, the primary consideration will be the ability to perform the job.

As stated in the University's Equality Policy and Equality, Diversity and Inclusion Strategic Plan, our commitment to equality and diversity goes hand in hand with our commitment to academic freedom and free speech.

Working at Oxford - Benefits

Join an international community where you can do meaningful work, develop your career and be supported to do your best.

38 days	24/7	6 nurseries
paid holiday	confidential wellbeing support	plus 380+ full-time places

Work-life balance

We recognise the importance of balancing work with your personal life and offer a variety of flexible working options.

Staff benefits at the University of Oxford | Oxford University

Your wellbeing

Free, confidential Employee Assistance Programme available 24 hours a day, 365 days a year, alongside wider health and wellbeing support. We are also committed to supporting colleagues with disabilities or long-term health conditions.

Health and wellbeing

Family-friendly benefits

Extensive family leave and childcare support, including six University nurseries, more than 450 full-time nursery places and salary-sacrifice childcare.

Family benefits and childcare

Belonging and community

Be part of a welcoming and inclusive community, with staff networks, recognised trade unions, opportunities to connect across the University, and the Newcomers' Club for partners of new staff.

Trade unions and employee representation | Oxford University

Pension and financial benefits

If eligible, you will be automatically enrolled into an appropriate pension scheme. Other financial benefits include access to a relocation scheme for eligible new staff, and a Give As You Earn charitable giving scheme.

Staff benefits at the University of Oxford | Oxford University

Travel and commuting

The University offers a range of travel discounts and schemes for University staff.

Transport | Oxford University

Life in Oxford

Free University Club membership, discounted access to the University Sports Centre, and practical support for relocating and settling into Oxford, including a visa loan scheme to help cover UK visa application costs for staff and their dependants.

Life in Oxford

Grow your career

The University offers many opportunities for training and career development. Find out more and access personal and professional development opportunities.

Learning & Organisational Development

For researchers on fixed-term contracts, the Researcher Hub supports career development, connections and next steps.

Researcher Hub

Discover more

Find out more about working at Oxford, our benefits and life in the city: Staff benefits at the University of Oxford | Oxford University