All Souls College
University of Oxford

Information Technology Officer

Grade and Salary:	£35,681 to £45,212 (University Grade 6, including Oxford University Weighting), according to experience and qualifications
Hours of Work:	40 hours per week (including a 1 hour paid lunch break). Monday to Friday, 9am to 5pm
Responsible to:	IT Director
Responsible to day-to-day:	IT Infrastructure Officer

INTRODUCTION:

All Souls is a small research-focused College with some eighty Fellows, about twenty research-active Emeritus Fellows, and approximately ten Visiting Fellows and visiting lecturers. It has strengths in the humanities and social and theoretical sciences and mathematics and employs around sixty administrative and domestic staff, most of whom use IT to support at least some aspects of their work. Although many lectures and seminars take place in College, there are no students or commercial conferences; all conferences are in support of the College's academic purposes.

The team has already completed some major projects and is looking for an energetic, enthusiastic IT Officer with an eye for detail to join the team. Please note this is not a remote support role and requires an on-site presence.

PURPOSE AND DUTIES OF THE POST

Purpose

Reporting to the IT Director but with day-to-day reporting to the IT Infrastructure Officer, the key responsibilities of the IT Officer will be:

- Provide and day to day manage an effective first line support service to end users (including staff, Fellows, guests and tenants) across the College site and Annexes.
- Responsibility for ensuring the working order of College computers, printing facilities and teaching room AV.
- IT infrastructure: assisting with the maintenance and record keeping of College owned computing hardware.
- Audio-visual: Maintenance and ensuring appropriate functionality of audio-visual facilities in meeting rooms. Ensuring user guides and relevant user training is available.
- SharePoint / Teams / Collaborative working space – Develop, maintain and make improvements to the College's information delivery infrastructure; develop and potentially construct bespoke data solutions as required by College customers and the department to increase efficiency.

- Work with the IT Infrastructure Officer to ensure baseline assessment technical controls are applied throughout the unit's user device fleet and relevant reporting is centrally held.
- Maintain the assets records of all IT equipment and ensuring it is both current and accurate.

Main Duties

First line IT Support

- Deliver effective and efficient first line support (in conjunction with IT Infrastructure Officer / IT First Line Support Officer) for all college customers, including hardware and software installs, troubleshooting and system configuration assistance to ensure compliance with College operational requirements and relevant IT regulations.
- Research and find technical solutions to a wide range of problems in a heterogeneous IT landscape. Escalate to IT Infrastructure Officer as appropriate.
- Initiate investigations into IT security incidents; analyse basic logs and processes.
- Hardware and software deployment of college owned and operated equipment - including staff or Academic computers, printers and publicly accessible PCs.
- Network support to all members and guests in a multi-VLAN environment.
- End-user support and deployment of telecommunication devices
- New user IT inductions and Information Security training
- Responsibility for reviewing and updating Active Directory objects in relation to end users and their devices.
- Maintain and support audio-visual equipment (and users) of the College's meeting rooms.

Development of Data Management Systems

- Work with departmental staff to understand their data flows and operations to help identify where modern data management systems can assist with both efficiency and security (e.g., Teams, SharePoint or Microsoft Forms).
- Work independently to plan and develop solutions to problems. Where required, learn new skills to help deliver the best solution (E.g., Microsoft Forms, Teams or SharePoint).
- Aid in the deployments of new systems and work with customers post deployment to improve systems.
- Maintain existing data sharing / collaborative working infrastructure and ensure other members of the IT team are aware of changes via up-to-date system documentation and any associated training.
- Maintain and improve the College helpdesk system and asset register.

IT Infrastructure

- Ensure new and existing hardware / setups comply with the College's IT Policies and Processes.
- Support the testing and (if necessary) implementation of aspects of the College's Disaster Recovery plans.
- Effective management, monitoring and remediation of end user security issues and needs using tools such as Sophos Central and Central Encryption services.
- Aid in the development of a reliable and secure IT Infrastructure

General

- In conjunction with the IT Infrastructure Officer, ensure the effective oversight and completion of tasks allocated to the Helpdesk.
- Develop good working relationships with the IT team, other College departments and fellowship.
- To undertake any other duties, consistent with the purpose of the job, as may from time to time be assigned by the IT Director or IT Infrastructure Officer.
- Ensure "How to" guides are maintained, updated and that documentation is created for any new and current processes.

PERSON SPECIFICATIONS

Essential

- Sound working knowledge of all Microsoft operating systems and Office 365 products.
- Significant experience with managing Apple OS and iOS operating systems.
- Good communication skills, including the ability to provide clear explanations, both in person and on the phone, of technical aspects in plain language understandable by all.
- Experience of deploying and managing IT Security Tools (Anti-virus / Device Encryption / Patch Management / Group Policy Use).
- Sound working knowledge of networking concepts such as IP, DHCP, DNS. Experience managing wireless networks.
- The ability to interact effectively with staff at all levels in a calm professional and helpful manner.
- Experience with printer management and support.
- An understanding of the importance of and the ability to provide excellent customer service. An eye for detail in satisfying customer requests fully.
- An aptitude and tenacity for problem solving.
- Experience with a security patch management system
- The ability to prioritise work effectively while working under pressure.
- Ability to work as part of a team and independently managing customer expectations, development timetables and feedback.

Desirable

- SharePoint Online experience (or willingness to learn it).

- Network administration experience

TERMS AND CONDITIONS

1. **Hours**

   9am to 5pm 5 days per week (40 hours total, including 1 hour paid lunch break). Monday, Tuesday, Wednesday, Thursday, Friday

2. **Salary**

   Grade 6 (National Spine Points 25-31 range, £35,681to £41,636), according to experience and qualifications

3. **Pension**

   The post-holder will be enrolled automatically in the Universities Superannuation Scheme, to which employees contribute using the salary sacrifice scheme under which the College pays the contribution on their behalf as this is more cost-effective in relation to national insurance. See Joining the scheme | For members | USS for details. It is a qualifying pension scheme, which means it meets or exceeds the Government's standards for pensions.

4. **Meals on duty**

   The post-holder will be entitled to receive free meals when on duty in College and the College Kitchen is open.

5. **Health Insurance**

   Subject to the satisfactory completion of four months' probation, the post-holder (and their immediate family if applicable) will be entitled to be enrolled in the College medical insurance scheme, for which the College will pay the premium. (This benefit is taxable.

6. **Holiday**

   The post-holder will be entitled to 20 days' annual leave (equivalent to four working weeks) for each complete holiday year, in addition to bank holidays.

   The post-holder will also be entitled to leave during the College's closure periods at Christmas/New Year and Easter. In connection with the Easter closure, the post-holder may take an additional three days' leave during the two weeks immediately before or after Easter.

   Where the post-holder is required to work on a bank holiday, equivalent time off in lieu will be provided.

Application procedure

Potential applicants who wish to discuss the position are encouraged to contact the IT Director for more information about the role.

Applicants should submit applications to via staff.appointments@all-souls.ox.ac.uk by Friday, 30th October 2026, by 12 noon enclosing:

- a covering letter explaining why they think they would be suitable for the post and demonstrating how their skills and experience meet the person specification for the role.
- a copy of their CV to include details of their current salary
- the names and contact details of two referees (one of whom should be the current or most recent employer), who have good knowledge of their work and character
- the completed Equality Monitoring questionnaire. (This will play no part in the selection process and will not be seen by those involved in the decision making process but enables the College to monitor the success of its Equality Policy - See website.)

(Note: please see the Privacy Notice which explains how we use the data and how long we retain it.)

Interviews will take place at All Souls College on Tuesday 10th November 2026.