Head of IT
Further Particulars

Job Title: Head of IT
Department: IT
Salary: Grade 8 (University Scale)
Contract Type: Permanent
Hours: 37.5 hours per week
Responsible to: The Bursar
Responsible for: A team of two / three IT staff

The Role Purpose: To develop and maintain the College’s core IT infrastructure, and shared applications, ensuring a robust, secure and user-friendly service for all members.

The College

Hertford is one of the larger Oxford colleges, with roughly 650 students, two-thirds of whom are undergraduates. The main site lies in the heart of Oxford, occupied from the later thirteenth century by Hart Hall and, from 1740 until 1816, by the first Hertford College; and then, from 1822, by Magdalen Hall which was refounded in 1874 as the second Hertford College.

The Fellowship, which has responsibility for the governance of the college, currently consists of forty fellows, the majority of whom are involved in undergraduate teaching. In addition, thirty lecturers supplement teaching provision, and around 100 members of administrative and domestic staff coordinate and support key activities. Fellows, lecturers and students are drawn from a range of disciplines across the four Divisions (Humanities, Social Sciences, MPLS, and Medical Sciences). Academic and administrative offices are on the main site, as is accommodation for many students, complemented by further accommodation for both graduates and undergraduates at various other sites around Oxford.

The college has a reputation for being both progressive and friendly. It was one of the first colleges to go mixed, and the ratio of female students to male remains comparatively high. For over 50 years, Hertford has championed access for students from backgrounds under-represented at Oxford, and this continues to be the focus of our outreach work.

Outside of the three 10-week terms, during Easter and summer, the College is exceptionally busy hosting the International Programme.
The Head of IT Role

The list of duties presented below is not exhaustive.

**IT Strategy and Governance**

- Maintain and continually develop the IT strategy, working with key College stakeholders.
- Develop and manage the IT infrastructure plan.
- Plan and manage the College’s IT Budget.
- Maintain appropriate control processes (including system protections, end user management controls and continuous monitoring) to ensure the stability and security of infrastructure, applications and data according to accepted / mandated standards and regulations.
- Develop and test business continuity and disaster recovery plans for IT services.
- Act as a champion for adoption and best practice use of available IT services across the College.
- Keeping abreast of new technologies in the broader IT arena developments and changes in the broader University (representing the College to key committees / groups), and ensuring the College responds appropriately.
- Propose, devise and manage key IT change projects (within agreed budget).

**Infrastructure and application management**

- Maintain core IT infrastructure, including Networks, Storage, Application Servers, WIFI services, and external links.
- Manage server-based shared applications, cloud / externally provisioned services and approved desktop software.
- Maintain and manage use of related user equipment, including AV, network and carrier telephony, printing services.
- Manage relationships with all hardware and software service providers, ensuring service quality and fitness for purpose.
- Manage all relevant licensing agreements, support contracts and maintenance updates for all hardware / software.
- Maximise service availability and stability for end users.
- Ensure suitable backup and recovery processes, and protection of data.

**End User Management**

- Plan and arrange IT training across College
- Maintain stock and availability of spare parts and consumables to support day to day end user needs.
- Develop and maintain all end user management processes to ensure access to College core IT services.
- Provide support for end user University account management processes.
- Provide clear and responsive helpdesk facility to handle end user queries and support requests, prioritising effectively and managing user expectations.

**Team Management**

- Manage the IT support staff
- Provide coaching and development for team members
Other Duties
The post-holder may be required to undertake other duties at the direction of the Bursar.

Person Specification

Essential
Skills and Experience

- Running a full-range IT service providing infrastructure and application services to large end user base.
- Highly attuned to end user needs and priorities, with excellent customer service ethos.
- Sound working knowledge and experience of Microsoft Operating Systems (server and desktop), Group Policy, Domain Management, Scripting, MS SQL, VMware, MS Office
- Network management
- Wireless network management
- Firewall installation, configuration and management
- Information security policies
- Evaluating and monitoring risk
- Solving complex problems with multiple and/or conflicting requirements
- Ability to explain complex technology matters effectively to non-technical users
- Hardware and software troubleshooting
- Good interpersonal skills; building effective partnerships with key stakeholders and third-party suppliers
- Ability to prioritise effectively and delegate tasks whilst retaining responsibility
- A positive and ‘can do’ attitude to work, with the ability to remain calm under pressure
- Experience of providing effective and appropriate help and support to end users
- Experience of implementing IT strategy
- Flexibility to work evenings and weekends as required
- In excellent health, capable of doing physical work which involves bending, lifting and climbing stairs.
- Willing to undertake training as provided by the College or external provider.
- Experience of managing Health and Safety risk assessments.

Desirable
The post-holder will ideally possess:

- Experience of managing IT services within a Higher Education setting
- Knowledge and experience of Linux
Terms and Conditions

These are 37.5 hour per week permanent appointments, available for immediate start.

The salary will be on grade 8 of the university scale (£41,526 - £54,131 per annum, depending upon experience)

The post-holders will need to have a flexible approach to working hours, as there will be particular periods of the year when longer working hours may be necessary (for which you will granted time off in lieu).

Benefits:
Annual leave: The college offers an annual leave entitlement of 28 working days (five to be used for Christmas Closure), plus Bank Holidays, pro-rata for part-time employees. Bank holidays which fall within the full terms of the University of Oxford are normally worked, for which time off in lieu will be given. The holiday year runs from 1st October to 30th September. Additional holiday days are awarded as longer services awards.

Free Meal: When on duty, a meal is provided free of charge when the kitchens are open.
Pension: The post is eligible for membership of the USS Pension Scheme.
Travel Pass Loan: A discounted travel scheme is available with monthly deductions from salary.
Cycle to Work Scheme / Bike Loan: Monthly deductions from salary. On site cycle repair service at discounted rates.
Sports Facilities: Access to the University Sport club and Hertford's on-site gym.
University Card: for discounts in shops, cafes and restaurants and University Leisure facilities.

Other staff benefits are outlined on the HR section of the college website: https://www.hertford.ox.ac.uk/and-more/vacancies

The appointment is subject to a probationary period of six months. The college may initiate a DBS check during employment.

You may also be required to submit to a medical assessment that is satisfactory to the College, a medical questionnaire will be provided if relevant to your employment.

Application and Appointment Procedure

Those wishing to apply for the post should email the following documents, preferably as a single pdf string, to hr@hertford.ox.ac.uk by noon on Thursday 16th January 2020.

1. CV (maximum three sides of A4, to include the names and contact details of two referees);
2. A covering letter detailing how your experience, skills and qualifications meet the criteria for the post;
3. A completed Employment Application Form (available from www.hertford.ox.ac.uk/about/vacancies).
Applicants are also asked to complete and return an Equal Opportunities Monitoring Form (available from the college website www.hertford.ox.ac.uk/about/vacancies). The information collected on the Equal Opportunities Monitoring form does not form part of the selection process and will not be circulated to the selection panel. It will be used solely to monitor the effectiveness of the college’s equality policy. Completed forms should therefore be sent to hr@hertford.ox.ac.uk as a separate document, and not contained in the same string as the other application materials.

Interviews will take place on **w/c 27th January 2020**. References will only be taken up for the successful candidates.

Candidates must be eligible to work in the UK, and the appointment will be subject to provision of proof of the right to work in the UK before employment commences. Regrettably, the college is not able to sponsor applicants for a Tier 2 visa for this post.

The position may be discussed further with the Bursar, Jamie Clark (bursar@hertford.ox.ac.uk).

In accordance with the General Data Protection Regulation (GDPR), we have implemented a privacy notice to inform you, as a prospective employee of our college, of the types of data we will process about you. We also include within this notice the reasons for processing your data, the lawful basis that permits us to process it, how long we keep your data for and your rights regarding your data. This Privacy Notice can be found on our website at this address: https://www.hertford.ox.ac.uk/privacy.

**Hertford College is an Equal Opportunities Employer**