



## IT Officer Further Particulars

Job Title:	IT Officer
Department:	IT Services
Salary:	£32,000 to £38,000 per annum
Hours:	37.5 hours per week
Contract Type:	Permanent
Responsible to:	IT Support Manager

Hertford College is seeking to employ an individual with demonstrable experience in hands-on first-line IT support, and a willingness to learn and participate in ongoing project implementation.

## The College

Hertford College ("the one with the bridge") is a constituent college of The University of Oxford, and a registered charity. Hertford is one of the larger Oxford colleges, with roughly 750 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 135 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.

Further information about the college is available at <http://www.hertford.ox.ac.uk>.

## The IT Officer Role

As part of Hertford College IT Services, you'll join a small, collaborative team where everyone contributes across the full spectrum of support. With responsibilities ranging from first-line queries to advanced troubleshooting, this role is ideal for someone who enjoys variety and problem-solving at all levels. While support is the core function, you'll also have opportunities to learn and grow through exposure to new technologies and involvement in project work.

# Person Specification

## Essential

- Excellent face-to-face customer service skills
- Extensive practical knowledge of Windows desktop operating systems (primarily Windows 11)
- Proven problem-solving and troubleshooting ability
- Solid understanding of workstation hardware
- Working knowledge of mobile operating systems (Android and iOS)
- Basic understanding of networking concepts and equipment
- Ability to produce clear and accurate documentation
- Basic knowledge of Active Directory Domain Services (AD-DS) principles (e.g. user authentication, group policies, organisational units)

## Desirable

- Hands-on experience administering Active Directory Domain Services (AD-DS) in a production environment
- Familiarity with audio-visual equipment
- Familiarity with macOS
- Awareness of IT security concepts
- Familiarity with virtualisation technologies
- Familiarity with print management solutions
- Understanding of software and hardware asset management principles
- Basic knowledge of SharePoint Online

# Terms and Conditions

This is a permanent appointment, available for an immediate start.

37.5 hours per week, usually worked Monday to Friday during core business hours. Some flexibility with start/finish times depending on operational requirements. Potential for occasional weekend and evening work, as there will be periods of the year when longer working hours may be necessary (for which time off in lieu will be granted). Hybrid working may be considered.

The salary will be £32,000 to £38,000 per annum *depending upon experience*. The post is eligible for membership of the OSPS pension scheme.

## 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 1<sup>st</sup> October to 30<sup>th</sup> September.

Additional holiday days are awarded as longer services awards.

**Employee Benefits Platform:** Free access to thousands of discounts and savings via vouchers, reloadable cards, cashback and online voucher codes.

**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 OSPS or USS Pension Scheme, further details can be found at <https://finance.admin.ox.ac.uk/pensions>

**Health and Welfare Support:** Employee Assistance Programme. Free annual flu jab.

**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.

**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 twelve 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 to [hr@hertford.ox.ac.uk](mailto:hr@hertford.ox.ac.uk) by **noon on Tuesday 20 January 2026**

1. CV (maximum three sides of A4)
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](https://www.hertford.ox.ac.uk/about/vacancies)

Please note that Hertford will not accept AI generated covering letters or application content.

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](https://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](mailto: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 week commencing 26 January 2026. 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 UK work visa for this post. EU/EEA & Swiss nationals must have Pre-Settled or Settled Status. Those with limited time status to work in the UK must have more than 2 years remaining from in order to be considered for this role.

The position may be discussed further with the IT Support Manager. Please email [hr@hertford.ox.ac.uk](mailto:hr@hertford.ox.ac.uk) in the first instance.

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.**