Job description and selection criteria

Job title	Systems Administrator
Division	MPLS
Department	Department of Computer Science
Location	Wolfson Building, Parks Road, Oxford, OX1 3QD
Grade and salary	Grade 7: Salary range between £34,308 - £42,155 per annum.
Hours	Full time
Contract type	Permanent
Reporting to	Deputy IT Manager for Infrastructure
Vacancy reference	164109

Job description

Overview of the role

Reporting to the Deputy IT Manager for Infrastructure, the role of Systems Administrator is pivotal to the smooth running of the IT operations. As an IT team member, the post holder will be expected to organise their own time appropriately to effectively provide the day-to-day support as well as progress longer term projects to meet deadlines and maintain agreed service levels. They must understand departmental IT strategy and policy and will be expected to proactively contribute to the creation and evolution of them.

The post holder requires significant systems and virtual infrastructure administration skills to enable them to take the technical lead on complex projects as necessary. The Department of Computer Science operates heterogeneous ICT systems involving Windows, Linux and macOS Operating Systems. The cross-platform components used are complex to understand and critical to academic and support staff users' efficient working. The post holder requires extensive knowledge of the interaction between and the relationship of such systems. As such they must have a detailed technical understanding of not just Windows but familiarity with Linux/BSD/UNIX systems too, being able to install and configure the necessary cross over services or to collaborate with other specialists within the department as appropriate. The IT services and needs of the department's users are often complex and can pose problems that

will require significant initiative and problem-solving skills. In many cases, this may require thorough research to determine the best available solutions whilst in other cases, this may require new and novel solutions to be developed.

They, although a highly skilled systems administrator, must also have excellent communication skills to be able to provide frontline support, potentially dealing with questions on any of the diverse departmental IT systems and, where necessary, provide one-to-one introductory training on systems use. All team members are also expected to provide user support as required. It is important that they can converse at a very high technical level when dealing with other IT professionals but also be able to clearly answer user queries distilling the often complex answer into an understandable and concise form most appropriate to the individual's technical competence.

The department continues to expand and pursue challenging and innovative new projects which increasingly involve specialist IT systems and additional support. The various developments to date and those upcoming have provided a fertile environment and readily available high-level challenges for existing team members to demonstrate initiative and step up to the new challenges.

Responsibilities/duties

The IT staff work together as a team to collectively share delivery and support of the IT systems, particularly in relation to the systems administration, security and support areas and tasks outlined below.

1) System Administration

- Being day-to-day accountable for the Microsoft environment including Windows Server and Client infrastructure scope of service provision by monitoring system performance, configuration, maintenance and troubleshooting. Apply revisions to host systems firmware and software. Work with vendors to assist support activities.
- Rollout and maintenance of endpoint devices using standard images
- Ensure high availability and acceptable performance levels of mission-critical host computer resources.
- Collaborate with the other IT team members on system maintenance and longer-term development of the IT systems taking the technical lead where appropriate.
- Scripting of repetitive system administration or support tasks to improve efficiency, remove duplication of effort and eliminate common human errors.
- Documenting IT systems and procedures.
- Development of systems and procedures for highly efficient systems deployment, configuration management, and patch management on Windows servers and endpoints.
- Core services: Manage and maintain AD DS, Group Policies, Printing and Remote Access.

2) Security

- Security of services and servers, including compliance, supervision, and hardening
- Investigating suspected security breaches.
- System patching.
- System monitoring, e.g. Zabbix.

3) User Administration/Support

- Operate and maintain Windows 10 desktop platforms on departmental and BYOD devices.
- Respond to service requests, including provision of 2nd/3rd line IT support, in coordination with service desk and 1st line IT support staff of the Department, through the ITSM tool.
- Maintaining user accounts management automated procedures.
- Review or create documentation in relation to service provision, aimed at the following scopes: non-IT support staff, students, faculty, 1st line IT support and 2nd/3rd line IT support scopes.
- Explaining service levels and ensuring they are maintained.
- Explaining IT policies and ensuring they are enforced.
- Demonstrating software and systems use.
- Transferable skills training of graduate students and support staff etc.

4) Other

- Participating in periodic IT team meetings as required.
- Occasional hardware maintenance and repairs via support contracts in place.
- Collaborate in support activities as required by the Department or the wider University IT community.
- Undertake such other duties as may be assigned in the light of the post-holder's knowledge and experience.
- Take advantage of appropriate training opportunities as these arise, in order to keep up to date with relevant skills and developments.

Selection Criteria

Essential

1. Knowledge intellectual capacity, reasoning and analytical skills equivalent of a graduate.
2. Proven expertise in advanced Microsoft systems administration, particularly Windows Server 2012/16 and Windows 10 OS ideally in a large-network environment.
3. Demonstrable knowledge of current technologies for supporting configuration management (e.g. Altiris GSS, MS InTune) and system monitoring (e.g. Zabbix).
4. Proven record of delivering projects and initiatives, developing implementation plans, custom scripts and testing procedures to ensure operational reliability.
5. Excellent communication skills; Ability to converse at very high technical level when dealing with other IT professionals but also be able to clearly answer user queries distilling the often complex answer into an understandable and concise form most appropriate to the individual's technical competence; Ability to present ideas, plans and outcomes to a diverse audience.
6. Demonstrable troubleshooting skills. As such, lead problem-solving efforts involving external suppliers and other support personnel and/or organisations.
7. Good understanding of TCP/IP networks.
8. Experience in writing and maintaining tools in a language such as PowerShell.
9. Demonstrable experience with issues relating to system security, reliability and availability.
10. Excellent organisational skills; Accuracy, and good attention to detail.
11. Proven record of availability to users during core working hours; Ability to work as part of a team and work co-operatively with junior and senior colleagues.

12. Demonstrable experience in organising a busy and varied workload requiring self-motivation and excellent time management skills, and the ability to work on own initiative.

Desirable

1. Demonstrable knowledge and/or recognised industry certifications in Microsoft systems administration (e.g. MCSA Windows Server, Azure Administrator Associate, Modern Desktop Administrator Associate), VMware (e.g. VCPx-DCV), and IT Service Management (e.g. ITIL Foundation).
2. Demonstrable knowledge of current technologies for supporting web application hosting and development; databases, particularly Microsoft SQL Server.
3. Experience of using and configuring virtual infrastructure and/or cloud computing.
4. Demonstrable ability to install and configure the hardware for servers, storage, and networking.
5. Familiarity with macOS and Linux environments.
6. Experience in IT service provision within a university environment.
7. Ability to address the interoperability challenges posed by a devolved IT structure and mixed platform environment.
8. The skills and experience to become an effective member of the department as quickly as possible.

Pre-employment screening

All offers of employment are made subject to standard pre-employment screening, as applicable to the post.

If you are offered the post, you will be asked to provide proof of your right-to-work, your identity, and we will contact the referees you have nominated. You will also be asked to complete a health declaration (so that you can tell us about any health conditions or disabilities so that we can discuss appropriate adjustments with you), and a declaration of any unspent criminal convictions.

We advise all applicants to read the candidate notes on the University's pre-employment screening procedures, found at:
www.ox.ac.uk/about/jobs/preemploymentscreening/.

Equality of Opportunity

Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

About the University of Oxford

Welcome to the University of Oxford. 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.

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual's unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities. Income from external research contracts in 2016/17 exceeded £564m and we rank first in the UK for university spin-outs, with more than 130 companies created to date. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford.

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

Department of Computer Science

The Department of Computer Science was established in 1957, making it one of the longest-established Computer Science departments in the country. It is one of the UK's leading Computer Science Departments (ranked first in a number of international rankings). Our Computer Science and Informatics submission to the UK Research Excellence Framework (REF) in December 2021 resulted in 81% of research activity ranked as 4* (world-leading) and the rest ranked as 3* (internationally excellent). A significant majority of the Department are active in externally sponsored research, with both government and industrial funding. At present, there are 73 members of academic staff and 100 research staff.

The Department has close links with government, industry, and other departments within the University. Among the latter are Mathematics, Engineering, Physics, Statistics and life sciences. The Department is housed across multiple sites within the University's South Parks Road Science Area, facilitating strong collaborative links with research groups and institutes in closely allied areas (including the Oxford Internet Institute and the Oxford e-Research Centre). At present, the Department holds over £50m in external research contracts.

Research in the Department is currently managed in ten themes:

- *Algorithms & Complexity Theory, led by Professor Leslie Ann Goldberg,* focusses on determining the inherent difficulty of computational problems, classifying problems according to this inherent difficulty, and designing and analysing algorithms that use computational resources as efficiently as possible;
- *Artificial Intelligence & Machine Learning, led by Professor Michael Wooldridge,* focuses on theoretical foundations of AI, multiagent systems, deep learning, reinforcement learning ,and computational linguistics;
- *Automated Verification, led by Professor Marta Kwiatkowska,* investigates theory and practice of formal verification and correct-by-construction synthesis for software and hardware systems;
- *Computational Biology & Health Informatics, led by Professor Blanca Rodriquez ,* is concerned with computational approaches for biomedical research and healthcare innovation;
- *Human-Centred Computing, led by Professor Nigel Shadbolt,* includes human-computer interaction, social computing, and the worldwide web;

- *Data and Knowledge, led by Professor Ian Horrocks,* includes databases, knowledge representation and reasoning;
- *Programming Languages, led by Professor Sam Staton,* includes functional programming, program analysis, and programming language foundations;
- *Quantum, led by Professor Jonathan Barrett,* focusses on quantum computing including quantum software, causality in quantum theory, quantum cryptography and foundations of quantum computing;
- *Security, led by Professor Ivan Martinovic,* specialises in cybersecurity, protocol analysis, systems security, trusted computing, and networking.
- *Systems, led by Professor Niki Trigoni,* focusses especially on cyber physical systems. We plan to substantially broaden our research in systems to complement our existing research areas.

For more information please visit: http://www.cs.ox.ac.uk/ .

The Mathematical, Physical, and Life Sciences Division (MPLS)

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. The disciplines within the MPLS Division regularly appear at the highest levels in world rankings. In the results of the six-yearly UK-wide assessment of university research, REF2014, the MPLS division received the highest overall grade point average (GPA) and the highest GPA for outputs. We received the highest proportion of 4* outputs, and the highest proportion of 4* activity overall. More than 50 per cent of MPLS activity was assessed as world leading.

The MPLS Division's 10 departments and 3 interdisciplinary units span the full spectrum of the mathematical, computational, physical, engineering and life sciences, and undertake both fundamental research and cutting-edge applied work. Our research addresses major societal and technological challenges and is increasingly focused on key interdisciplinary issues. We collaborate closely with colleagues in Oxford across the medical sciences, social sciences and humanities, and with other universities, research organisations and industrial partners across the globe in pursuit of innovative research geared to address critical and fundamental scientific questions.

MPLS is proud to be the home of some of the most creative and innovative scientific thinkers and leaders working in academe. Our senior researchers have been awarded some of the most significant scientific honours (including Nobel prizes and prestigious titles such as FRS and FR.Eng) and we have a strong tradition of attracting and nurturing the very best early career researchers who regularly secure prestigious fellowships. The Division is also the proud holder of eight Athena Swan Awards (4 Silver and 4 Bronze) illustrating our commitment to ensure good practice and to encourage women in science at all levels in the division.

We have around 6,000 students and play a major role in training the next generation of leading scientists. Oxford's international reputation for excellence in teaching is reflected in its position at the top of the major league tables and subject assessments. MPLS academics educate students of high academic merit and potential from all over the world. Through a mixture of lectures, practical work and the distinctive college tutorial system, students develop their ability to solve major mathematical, scientific and engineering problems.

MPLS is dedicated to bringing the wonder and potential of science to the attention of audiences far beyond the world of academia. We have a strong commitment to supporting

public engagement in science through initiatives including the Oxford Sparks portal (http://www.oxfordsparks.net/) and a large variety of outreach activities; these are crucial activities given so many societal and technological issues demand an understanding of the science that underpins them. We also endeavour to bring the potential of our scientific efforts forward for practical and beneficial application to the real world and our desire is to link our best scientific minds with industry and public policy makers.

For more information about the MPLS division, please visit: http://www.mpls.ox.ac.uk/

How to apply

Before submitting an application, you may find it helpful to read the 'Tips on applying for a job at the University of Oxford' document, at www.ox.ac.uk/about/jobs/supportandtechnical/.

If you would like to apply, click on the **Apply Now** button on the 'Job Details' page and follow the on-screen instructions to register as a new user or log-in if you have applied previously. Please provide details of three referees and indicate whether we can contact them now.

You will also be asked to upload a CV and a supporting statement. The supporting statement must explain how you meet each of the selection criteria for the post 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).

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

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

All applications must be received by **midday** on the closing date stated in the online advertisement.

Information for priority candidates

A priority candidate is a University employee who is seeking redeployment because they have been advised that they are at risk of redundancy, or on grounds of ill-health/disability. Priority candidates are issued with a redeployment letter by their employing department(s).

If you are a priority candidate, please ensure that you 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).

Should you experience any difficulties using the online application system, please email recruitment.support@admin.ox.ac.uk. Further help and support is available from www.ox.ac.uk/about_the_university/jobs/support/. To return to the online application at any stage, please go to: www.recruit.ox.ac.uk.

Please note that you will receive an automated email from our e-recruitment system to confirm receipt of your application. **Please check your spam/junk mail** if you do not receive this email.

Important information for candidates

Data Privacy

Please note that any personal data submitted to the University 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: www.admin.ox.ac.uk/councilsec/compliance/gdpr/privacynotices/job/. The University's Policy on Data Protection is available at: www.admin.ox.ac.uk/councilsec/compliance/gdpr/universitypolicyondataprotection/.

The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for all academic posts and some academic-related posts. The University has adopted an EJRA of 30 September before the 69th birthday for all academic and academic-related staff in posts at **grade 8 and above**. The justification for this is explained at: www.admin.ox.ac.uk/personnel/end/retirement/acrelretire8+/ .

For **existing** employees, any employment beyond the retirement age is subject to approval through the procedures: www.admin.ox.ac.uk/personnel/end/retirement/acrelretire8+/.

There is no normal or fixed age at which staff in posts at **grades 1–7** have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

Benefits of working at the University

Employee Benefits

University employees enjoy 38 days' paid holiday, generous pension schemes, travel discounts, and a variety of professional development opportunities. Our range of other employee benefits and discounts also includes free entry to the Botanic Gardens and University colleges, and discounts at University museums. See https://hr.admin.ox.ac.uk/staff-benefits

University Club and sports facilities

Membership of the University Club is free for all University staff. The University Club offers social, sporting, and hospitality facilities. Staff can also use the University Sports Centre on Iffley Road at discounted rates, including a fitness centre, powerlifting room, and swimming pool. See www.club.ox.ac.uk and https://www.sport.ox.ac.uk/.

Information for staff new to Oxford

If you are relocating to Oxfordshire from overseas or elsewhere in the UK, the University's Welcome Service website includes practical information about settling in the area, including advice on relocation, accommodation, and local schools. See https://welcome.ox.ac.uk/
There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependents. See https://staffimmigration.admin.ox.ac.uk/visa-loan-scheme

Family-friendly benefits

With one of the most generous family leave schemes in the Higher Education sector, and a range of flexible working options, Oxford aims to be a family-friendly employer. We also subscribe to the Work+Family Space, a service that provides practical advice and support for employees who have caring responsibilities. The service offers a free telephone advice line, and the ability to book emergency back-up care for children, adult dependents and elderly relatives. See https://hr.admin.ox.ac.uk/my-family-care

Childcare The University has excellent childcare services, including five University nurseries as well as University-supported places at many other private nurseries. For full details, including how to apply and the costs, see https://childcare.admin.ox.ac.uk/

Disabled staff

We are committed to supporting members of staff with disabilities or long-term health conditions. For further details, including information about how to make contact, in confidence, with the University's Staff Disability Advisor, see https://edu.admin.ox.ac.uk/disability-support

Staff networks

The University has a number of staff networks including the Oxford Research Staff Society, BME staff network, LGBT+ staff network and a disabled staff network. You can find more information at https://edu.admin.ox.ac.uk/networks

The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is an organisation run by volunteers that aims to assist the partners of new staff settle into Oxford, and provides them with an opportunity to meet people and make connections in the local area. See www.newcomers.ox.ac.uk.