

Job description and selection criteria

Job title	Systems Administrator
Division	Mathematical, Physical, and Life Sciences
Department	Computer Science
Location	Wolfson Building, Parks Road, Oxford
Grade and salary	Grade 7: £38,674 - £46,913 per annum
Hours	Full time 37.5 hours per week
Contract type	Permanent
Reporting to	Deputy IT Manager for Infrastructure
Vacancy reference	180398

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.

Flexible working

The role will be hybrid. Working pattern will be agreed with the line manager.

Responsibilities

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

- Take ownership of Windows infrastructure, ensuring reliability, patch compliance, and performance across a hybrid environment (on-prem + cloud).
- Lead the design, rollout, and lifecycle management of Windows endpoints using modern provisioning tools (e.g., Autopilot, Intune, MDT, or GSS).
- Use automation tools (e.g., PowerShell, Ansible, or SCCM scripts) to enforce configuration consistency and improve administrative efficiency.
- Lead desktop operating system migrations (e.g., Windows 10 to 11), including planning, user coordination, testing, and deployment across diverse hardware platforms.
- Work with VMware environments for virtual server management.
- Communicate effectively with vendors and third-party support providers to raise, track, and resolve technical issues, ensuring clear, concise descriptions of problems, steps taken, and required outcomes. 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.
- Maintain and update comprehensive documentation for systems, services, and procedures. Core services: Manage and maintain AD DS, Group Policies, Printing Management (PaperCut) and Remote Access.

2) Security

- Implement and monitor hardening baselines using Microsoft Security Compliance Toolkit or equivalent.
- Investigate and respond to audit logs (ELK, Windows Syslog), suspicious activity, and endpoint detection alerts.
- Coordinate with security stakeholders to ensure systems are compliant with university security policy. System monitoring, e.g. Zabbix.

3) User Administration/Support

- Operate and maintain Windows 10 and 11 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. Hold a degree in Computer Science or in relevant field with relevant experience.
2. Knowledge intellectual capacity, reasoning and analytical skills equivalent of a graduate.
3. Proven hands-on experience with real-world deployments in a production Windows Server environment 2012/16/19 and Windows 10/11 OS ideally in a large-network environment.
4. Demonstrable knowledge of current technologies for supporting configuration management (e.g. Altiris GSS, MS Intune) and system monitoring (e.g. Zabbix).
5. Proven record of delivering projects and initiatives, developing implementation plans, custom scripts and testing procedures to ensure operational reliability.
6. 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.
7. Demonstrable troubleshooting skills. As such, lead problem-solving efforts involving external suppliers and other support personnel and/or organisations.
8. Good understanding of TCP/IP networks.
9. Experience in writing and maintaining tools in a language such as PowerShell.
10. Demonstrable experience with issues relating to system security, reliability and availability.
11. Excellent organisational skills; Accuracy, and good attention to detail.
12. 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.
13. 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

Standard checks

If you are offered the post, the offer will be subject to standard pre-employment checks. You will be asked to provide: proof of your right-to-work in the UK; proof of your identity; and (if we haven't done so already) we will contact the referees you have nominated. If you have previously worked for the University we will also verify key information such as your dates of employment and reason for leaving your previous role with the department/unit where you worked. You will also 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.

Please read the candidate notes on the University's pre-employment screening procedures at:

<https://www.jobs.ox.ac.uk/pre-employment-checks>

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 and we rank first in the UK for university spin-outs, and in recent years we have spun out 15-20 new companies every year. 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 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 (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 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 how to apply is available on our Jobs website <https://www.jobs.ox.ac.uk/how-to-apply>.

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

As part of your application you will be asked to provide details of two referees and indicate whether we can contact them now.

You will 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). Please do not include any other documentation. Applications without either a CV or a supporting statement which directly addresses each of the essential criteria will not be considered.

You must have the right to work in the UK before applying for this post.

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

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

If you currently work for the University please note that:

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

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).

If you need help

Application FAQs, including technical troubleshooting advice is available at:

<https://staff.web.ox.ac.uk/recruitment-support-faqs>

Non-technical questions about this job should be addressed to the recruiting department directly

hr@cs.ox.ac.uk.

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 online recruitment portal 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:

<https://compliance.admin.ox.ac.uk/job-applicant-privacy-policy>. The University's Policy on Data Protection is available at: <https://compliance.admin.ox.ac.uk/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. The justification for this is explained at: <https://hr.admin.ox.ac.uk/the-ejra>.

For **existing** employees on these grades, any employment beyond the retirement age is subject to approval through the procedures: <https://hr.admin.ox.ac.uk/the-ejra>.

There is no normal or fixed age at which staff in posts at other grades 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.

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.

Benefits of working at the University

Employee benefits

University employees enjoy 38 days' paid holiday, generous pension schemes, flexible working options, travel discounts including salary sacrifice schemes for bicycles and electric cars and other discounts. Staff can access a huge range of personal and professional development opportunities. See

<https://hr.admin.ox.ac.uk/staff-benefits>

Employee Assistance Programme

As part of our wellbeing offering staff get free access to Health Assured, a confidential employee assistance programme, available 24/7 for 365 days a year. Find out more

<https://staff.admin.ox.ac.uk/health-assured-eap>

University Club and sports facilities

Membership of the University Club is free for University staff. It 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 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 dependants. See <https://staffimmigration.admin.ox.ac.uk/visa-loan-scheme>

Family-friendly benefits

We are a family-friendly employer with one of the most generous family leave schemes in the Higher Education sector (see <https://hr.web.ox.ac.uk/family-leave>). Our Childcare Services team provides guidance and support on childcare provision, and offers a range of high-quality childcare options at affordable prices for staff. In addition to 5 University nurseries, we partner with a number of local providers to offer in excess of 450 full time nursery places to our staff. Eligible parents are able to pay for childcare through salary sacrifice, further reducing costs. See <https://childcare.admin.ox.ac.uk/>.

Supporting disability and health-related issues (inc menopause)

We are committed to supporting members of staff with disabilities or long-term health conditions, including those experiencing negative effects of menopause. Information about the University's Staff Disability Advisor, is at <https://edu.admin.ox.ac.uk/disability-support>. For information about how we support those going through menopause see <https://hr.admin.ox.ac.uk/menopause-guidance>

Staff networks

The University has a number of staff networks including for research staff, BME staff, LGBT+ staff, disabled staff network and those going through menopause. Find out more at

<https://edu.admin.ox.ac.uk/networks>

The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is 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.

Research staff

The Researcher Hub supports all researchers on fixed-term contracts. They aim to help you settle in comfortably, make connections, grow as a person, extend your research expertise and approach your next career step with confidence. Find out more <https://www.ox.ac.uk/research/support-researchers/researcher-hub>

Oxford's Research Staff Society is a collective voice for our researchers. They also organise social and professional networking activities for researchers. Find out more <https://www.ox.ac.uk/research/support-researchers/connecting-other-researchers/oxford-research-staff-society>