IT Assistant
Full time (part time applications, 4 days per week, will also be considered)
Fixed term for 1 year
£29,659 - £33,882pa depending on skills and experience (pro-rata for part time hours)

The College
One of the largest Colleges in the University of Oxford, with around 865 students, St Anne's is known for being down-to earth, ambitious, outward facing and collaborative. We aspire to understand the world and change it for the better.

Established in 1879 to enable women from all backgrounds to access an Oxford education, the College is committed to securing our legacy and future by being a diverse and inclusive community that is the home of choice for the brightest and most ambitious from all backgrounds, including those who may think that Oxford is not for people like them.

Our community includes undergraduate and graduate students, academics involved in world leading research and teaching, and staff from a wide range of professional backgrounds. Helen King, our Principal since 2017, is a graduate of St Anne's who took on the role after a thirty-year career in policing.

As a Charity and one of the more modern Colleges, our finances depend upon a diverse range of income streams including a successful vacation conference business and the generosity of our worldwide network of committed alumnae and donors.

At St Anne's we are committed to sustainability and our collective responsibility to preserving the environment. We are working in support of the University of Oxford's target of being carbon net neutral and biodiversity net gain by 2035. We expect all members of College to work towards these goals.

For further information about the College, please visit http://www.st-annes.ox.ac.uk

The IT Team at St Anne's College
The IT office are currently a team of 2 (IT Manager and Deputy IT Manager) responsible for maintaining hardware and software throughout College. The College supports around 1,000 staff and student users on a fibre-switched network across two main sites. The IT Assistant is a new position and will support the team in maintenance and development of all areas of the College IT estate. This is a small team and so the role will provide an excellent opportunity for someone looking to develop their skills and gain experience across a wide range of areas within IT.

Overview

Job Title   IT Assistant
Location   Oxford
Reports to   IT Manager
Direct reports   None

Key areas of responsibility

- Provide first-line support for staff and students, on-site, by email, and by telephone, in collaboration with the other IT staff.
- Assist with the maintenance and support of Windows and Linux servers, some virtualised, and approximately 150 predominantly Windows College-owned PCs
- Installation of new hardware and software; routine maintenance of computing facilities; liaison with suppliers for hardware repairs.
- Installing new computers and configuring their connection to the College domain and the University network; configuration of network client software for email, file and print services.
- Installing software and hardware upgrades on desktop machines
- Routine maintenance of open-access PCs and other equipment in libraries and conference facilities
- Provide technical support for the AV facilities managed by the Conference team.
- Installation, administration, and monitoring of key site licenced software, backup software, auto-updating anti-virus software and operating system patches, either locally or remotely using the College's various management tools.
- Assisting with the configuration and management of a wide range of systems supporting finance, events booking, accommodation management, buildings management, door entry, CCTV, print management, web sites and services.
- Assisting the IT Manager and Deputy IT Manager with the installation and configuration of cabling, switches, access points, etc. to support and extend the College's wired and wireless network infrastructure.
- Assisting the IT Manager and Deputy IT Manager with the management of the College's firewall and network security and management
- Any other relevant reasonable tasks as requested.

Personal specifications:

Essential
- HND/Degree level qualification (or industry equivalent) in a relevant subject.
- Familiarity with Microsoft Windows in a networked environment (Active Directory, Group Policy)
- Computer security practices, anti-virus and patching software
- Basics of TCP/IP based communication technologies
- A good working knowledge of Windows, Mac OS, Android, iOS Operating Systems, and commonly used programs such as Microsoft Office
- Good communication skills; written, verbal and electronic
- The ability to manage time effectively and to prioritise tasks

Desirable
- Knowledge of modern AV systems (hybrid conferencing)
- Windows server management
- Server virtualisation (Hyper-V)
- Network switch configuration, and knowledge of any network management systems (wired and wireless)

Terms and Conditions

Appointment:	This appointment will be subject to satisfactory provision of proof of the right to work in the UK. Appointees who are not British or Irish nationals will need a UK visa or proof of settled or pre-settled status.
Duration:	Fixed term for one year, from 1st July 2025 (or as soon as possible thereafter) until 30th June 2026.
Hours of work:	36.25 hours per week, Monday to Friday. Normally 9.00 am – 5.15 pm with a 1 hour unpaid break. Candidates wishing to work 29 hours per week, over 4 days, will also be considered. Overtime is not usually paid.
Salary:	£29,659 - £33,882 pa depending on skills and experience (pro-rata for part time hours)
Annual Leave:	38 days per year, this includes 8 public holidays. Some holiday must be taken during winter closure. All other holidays will be agreed with the Manager.
Probation:	Three months
Notice:	One week during probation or one month thereafter
Pension:	The College offers membership of the Oxford Staff Pension Scheme (OSPS)
Meals:	Free lunch is provided on working days, when the post holder works either side of lunch.
Employee Assistance Programme:	A confidential employee benefit designed to help you and your immediate family deal with personal and professional problems that could be affecting your home life or work life, health, and general wellbeing. A 24/7 helpline is available to assist you which can provide counselling support as well as a smartphone app and wellbeing portal to access further information.
Bicycle Scheme:	Assistance to purchase a bicycle through a loan scheme.
Bus pass scheme:	A bus pass can be purchased at a discounted rate
Childcare:	St Anne's offers quality childcare provision services to College staff and students via our on-site Nursery. Subject to availability.
Family Friendly Policies:	Salary sacrifice scheme for Childcare. Enhanced family friendly policies.
Flu jabs:	Free annual flu jabs are offered to all staff.
Volunteering Policy:	St Anne's offer up to two paid days per year to do charitable volunteering activities.
Working from Home Policy:	We offer flexible working arrangements subject to job role.
Other:	Employment is subject to the policies and procedures outlined in the Staff Handbook.

Application process

If you would like to apply for this position please send us all three of these documents:
- A completed application form (download from our website).
- Your CV
- A covering letter stating why you are interested in, and suitable for, this role.

Applications should be sent to recruitment@st-annes.ox.ac.uk

If you would like to discuss the role, or have any queries please call us on
01865 274866 / 284685

The closing date is Wednesday 30th April at 12 noon.
Applications should be sent to recruitment@st-annes.ox.ac.uk

We anticipate holding interviews on 16th May 2025.

St Anne's College is an equal opportunities employer.

The policy and practice of St Anne's College require that all staff are afforded equal opportunities within employment. Entry into employment with the College 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. Subject to statutory provisions, no applicant or member of staff will be treated less favourably than another because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation. Applicants are encouraged to complete the equal opportunities monitoring form.

To view our Privacy statement please see here https://www.st-annes.ox.ac.uk/privacy-policy/