



TRINITY COLLEGE

UNIVERSITY of OXFORD

Job Description

ICT Support Technician

Key Responsibilities

Reporting to the ICT Technical Manager and Director of ICT, the Technician will work as part of a small team to provide IT support to Trinity College assisting c. 150 staff and academics and c. 450 students, Summer Schools, and Conference delegates.

Trinity is part of a collaborative group of colleges that share IT services. As such you will be part of this larger team and at times expected to provide services to the other member colleges (Balliol, University, Exeter and New College).

Specific duties:

- Provide a high standard of support and advice to staff, students, and guests in their use of the Colleges' networks and IT facilities.
- Manage the ICT Helpdesk (ticketing) system, resolving support calls in a timely efficient manner. Responsible for triage and escalating jobs to other members of the ICT team as required
- Assist the IT team in the support and development of College back-office systems and ICT strategy.
- Maintain and provide support for the use of the audio-visual facilities.
- Maintain and provide support for the use of printing and photocopying facilities
- Install, maintain, upgrade and repair College owned computers and VOIP systems.
- Help in the development and implementation of new systems.
- Maintain change logs and document all processes
- Maintaining toner stocks for College printers and office supplies
- Any other tasks deemed to be appropriate by the Technical Manager or ICT Director.

Person specification

Essential criteria

- Educated to degree level, relevant professional qualification or equivalent work experience.
- 3-5 years' experience providing generalist ICT administrative expertise in a medium or large sized business.

- Real understanding of and an aim to meet customer needs and service provision with special attention to accuracy and attention to detail.
- Extensive administrative experience of the following: Microsoft operating systems (server & desktop), network & domain management (including Active Directory), Group Policy.
- Extensive experience of common office software including Microsoft Office.
- Wide-ranging experience of computer hardware maintenance.
- Initiative and pro-activity to follow through with problem solving and research.
- Ability to work as a team that runs complex projects from design and development to production.
- Experience in the implementation of ICT systems and enterprise software.
- High personal standards of performance and a desire to develop skills and knowledge.
- An understanding of the key elements of Information Security and experience of helping end users comply with best practice in the area.
- Excellent interpersonal skills including ability to explain complex technologies with clarity and patience to a wide range of people with varied or no ICT skill levels.
- Ability to prioritise workload effectively, while under pressure and to provide flexibility and support within the ICT team.
- Flexible approach to working hours as occasionally required.
- Ability to work independently and demonstrable experience of time and workload management.
- Fundamental understanding of A/V systems and demonstrable experience in maintaining and troubleshooting them.

Desirable criteria

- Scripting experience using VBS and PowerShell.
- Experience with database querying/reporting (Microsoft SQL Server).
- Applicants should ideally have experience of academic or research environments.
- A good level of knowledge of TCP/IP networking including routing, switching, firewall configuration and network security.
- Knowledge of Apple operating systems (desktop and mobile).
- Experience of writing IT documentation for both technical and non-technical users