

Oxford University Computing Laboratory

Windows and Unix Systems Administration Computing Support Officer

Further Details

The Computing laboratory has an extensive network of computers under its control which numbers approximately fifty servers and compute clusters and more than three hundred PCs running either Windows XP or linux, (many are dual boot machines).

The computing support team currently consists of a Computer Manager, Computer Operations Manager, and three Computing Officers, one of whom is a Windows specialist and the other two being unix and linux specialists.

The Computing Laboratory has expanded by nearly a third over the last twelve months and following a review of the computing support staff levels it has been decided that two new posts are to be created, one to support Windows and to improve technical documentation and utilisation of the helpdesk system, and the other to work on new infrastructure projects and to support the networking infrastructure and monitor network performance.

Line Management

This new post will report to the Computer Operations Manager and work with the current Windows Support Computing Officer.

Duties and Responsibilities

The main duties of this post are to:

- Set-up and install new workstations to a standard format including the operating system(s), virus protection software, program software, network configuration and hardware drivers. This requires an in depth knowledge of Windows, Windows server, domain based networks and computer security techniques.
- Provide advice and support to users of Windows systems on general operational matters including, system backup procedures, software packages such as MS Office, Thunderbird email client, email security, web-browsers, CAD packages, scanning software/hardware, database packages and shared network filestores.
- Produce technical and general documentation for users and for other support staff for the web and for handbooks.
- Aid the efficient utilisation of the Helpdesk system by dealing with user questions and requests for help; ensure that all queries are followed up and that any implications of the answers are taken into account with regard to the provision of local support.
- Be part of a team to manage Windows, Linux, MacOS and Solaris systems on a multi-location network spread over several buildings.
- Help develop the services and facilities provided to users including providing the Comlab IT Committee with advice on future needs and strategies.
- Perform general system operational tasks including backing up the domain user profiles, upgrading disk systems and the 'annual' rearrangement of student office and desktop computer systems.

- Help develop service level descriptions for the systems and services under the control of the Computing Laboratory, in collaboration with the Computer Operations Manager.
- Provide a first level of technical support for all equipment and software within the terms of the service level descriptions. This includes hardware and software fault analysis and testing to determine if an external contractor is required to be called to site to carry out maintenance under contract.
- Assist in developing appropriate security policies for physical and network access to equipment.
- Provide user accounts (or arrange for them to be provided) with appropriate access controls within the terms of the security policies.

It should be noted that all computer equipment is purchased with a three or four year on-site maintenance contract as standard. This contract allows support staff to carry out the initial diagnosis of problems and if spares are available, to swap out a faulty component which is then exchanged for a new one by the supplier. This policy enables the support staff to reduce the downtime to an absolute minimum but does require them to be familiar with both the hardware and the software in use.

Selection criteria

The post-holder will be expected to have:

- a postgraduate degree (preferably in computing science) or at least five years relevant work experience
- at least two years' employment in computer systems administration.
- expertise in installation, configuration and management of Windows based workstations including the installation of applications and problem analysis
- expertise in system administration of Windows Server software including Active Directory
- good written and spoken English communication skills

It will also be advantageous for the candidate to have:

- expertise in system administration of Unix workstations and servers (eg Linux, MacOS, Solaris)
- expertise in the use of remote deployment systems for management of client workstations
- expertise in writing the content of web pages and other technical documentation on the use of computer systems and software applications
- expertise in initial analysis of user help requests
- expertise in large scale systems administration

Salary and Benefits

Salary will be on the University grade 7 scale (currently £27,466 - £33,780 p.a - under review). The post is available immediately, is pensionable and includes an annual leave entitlement of 38 days per year inclusive of public holidays and university closed periods.

Application Procedure

Applications should be in the form of a letter of application (clearly stating the post title) setting out how the candidate meets the selection criteria, outlining the proposed contribution to be made to the project, and supported by a full curriculum vitae, together with the names and addresses of two referees. These

should preferably be emailed (most formats accepted) to job22@comlab.ox.ac.uk or alternatively, posted to: The Administrator, Oxford University Computing Laboratory, Wolfson Building, Parks Road, Oxford, OX1 3QD, to arrive by 5pm on Monday 3rd November.

Candidates must ask their referees to consider the further particulars and email the reference directly to job22@comlab.ox.ac.uk or alternatively to the above address (fax (+44 1865 283532) so that references arrive by the closing date.

The policy and practice of the University of Oxford require that all staff are offered equal opportunities within employment. 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. Subject to statutory provisions, no applicant or member of staff will be treated less favourably than another because of his or her age, sex, marital or civil partnership status, sexual orientation, religion or belief, racial group or disability.