Oxford University Computing Laboratory

Network and Infrastructure Projects Computing Support Officer

Further details

The Computing laboratory has an extensive network of computers under its control which numbers approximately fifty servers, more than three hundred PCs running either Windows XP or unix, (many are dual boot machines) and a network infrastructure with nearly fifty managed devices.

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.

Duties and Responsibilities

The main duties of this post are to:

- Propose and develop new computing infrastructure projects, after consulting potential users amongst the academic and research staff.

- Provide day to day management of the network infrastructure and to monitor and improve network performance.

- Share responsibility for systems administration across a mixed environment within a multi-location network

- Help develop and document the services and facilities provided to users

- Perform general system operational tasks

- Provide advice and support to users as and when requested

- Help develop service level descriptions for the provision of network related 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 network equipment within the terms of the service level descriptions.

- Assist in developing appropriate security policies for physical and network access to equipment.

- Provide appropriate network access controls within the terms of the security policies.

- Provide user accounts (or arrange for them to be provided) with appropriate access controls within the terms of the security policies.

Selection Criteria

The post-holder will be expected to have:

- a post-graduate degree (preferably in computing science) or at least five years relevant work experience

- at least two years' employment in computer systems administration or software engineering.

- recent responsibility for the development of infrastructure projects (eg use of HPC, virtualisation, improving support for collaborative working, improving internal communications, etc)

- expertise in system administration of Unix services, including provisioning, installation and configuration.

- expertise in network performance monitoring and configuration

- good written and spoken English communication skills

It will also be advantageous for the candidate to have:

- expertise in large scale systems administration of servers and workstations, particularly in an academic environment

- expertise in production of technical documentation

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 job21@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 2008.

Candidates must ask their referees to consider the further particulars and email the reference directly to job21@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.