Oxford Centre for Islamic Studies

An institution for the advanced study of Islam and the Muslim world

SENIOR IT OFFICER

Salary range: £38,674 – £46,913 per annum plus benefits

Hours of work: 37.5 hours per week

Location: Marston Road, Oxford, OX3 0EE

Applications are invited for the position of Senior IT Officer at the Oxford Centre for Islamic Studies.

The post holder will be responsible for developing, maintaining, and supporting IT facilities and services for teaching, research, seminars/lectures and administration in the Centre, as well as the Centre's growing use of its audio-visual capabilities. This post would suit someone who has experience in delivering IT support and configuring IT infrastructure and can operate effectively with a diversity of commitments which include telecoms, audio visual and assistance with Centre events.

Please send applications by email to recruitment@oxcis.ac.uk. You should include a CV, a supporting letter evidencing how you meet the person specification and details of two referees.

The closing date for applications is **Friday 27th June 2025**.

<h1 align="center">Job Description</h1>

<h2 align="center">SENIOR IT OFFICER</h2>

The Senior IT Officer is responsible for assisting the IT Manager in the maintenance and development of all aspects of IT & AV infrastructure and for services provided within the Centre and for deputising for the IT Manager when on leave. They will also provide professional, effective and customer-focused support to Centre members and guests, providing guidance to the IT Officer as required.

Responsible to:	IT Manager
Key Relationships:	All Centre members and guests
Hours of Work:	37.5 per week, (office hours typically 9:00-5:30 Monday to Friday with one hour for lunch) but will occasionally need to work during evenings or at weekends.
Probation Period:	Contracts are offered on an initial 6-month probationary period.
Salary:	In the region of £38,674 – £46,913 per annum depending on qualifications & experience
Benefits:	27 days leave per annum plus public holidays Generous pension scheme Lunches provided during term time (when available)

Overview

The IT Department manages every aspect of IT service delivery and support within the Centre. This includes audio visual and IP telephony requirements.

The IT Department consists of the IT Manager, Senior IT Officer, and the IT Officer. Together the team provides services and support to all members and guests within the Centre.

The Centre has modern and reliable IT facilities to support its teaching, research, events and operational needs. The IT infrastructure currently comprises of approximately twenty-five Windows and six Linux servers running on Hyper-V and HP Aruba wired & wireless networking. There are approximately 130 Windows PCs and number of macOS computers in use.

The Centre has an impressive auditorium and several meeting and teaching rooms with professional audio-visual equipment intended to be used for presentations, video conferencing, panel discussions and other high-profile events.

Exciting future projects include the replacement of server infrastructure, wireless network refresh, commissioning of a print management system and the roll out of Windows 11.

Senior IT Officer - key responsibilities:

- Provide second-line IT & AV support to Centre members and guests and first-line support when the IT Officer is unavailable.

- Play a leading role in the design of new systems and services as well as maintenance and support of existing ones.

- Troubleshoot system and network problems.

- Diagnose and fix hardware or software faults.

- Monitor security alerts from systems and take appropriate action.

- Implement changes to enhance the Centre's IT security posture.

- Encourage good information security practices within the Centre and ensure that systems are adequately protected against malware and unwanted intrusion.

- Write and update systems and user documentation.

- Keep records, e.g. the Asset List, up to date.

- Keep abreast of technical developments and undertake job-related training and development.

- Promote the use of the Centre's audio-visual facilities for teaching, meetings, webinars, and events.

- Create user guides and provide training for the use of audio-visual facilities.

- Contribute to the development of a comprehensive Centre IT manual.

- Contribute to and act as Secretary to relevant Centre Committees.

- Set up and run audio visual equipment for events.

- Comply with Health and Safety regulations.

- Be prepared to work unusual hours on occasions in cases of operational necessity.

- Contribute to any order of business of the Centre as required by the IT Manager.

Selection Criteria:

Essential

Ability to:

- Design, commission and maintain Windows Servers, including Active Directory, Group Policy, File Sharing, Print Server, DHCP and DNS;
- Configure managed switches and wireless access points, including the use of VLANs;
- Configure firewall rules;
- Administer virtualisation platforms, preferably Hyper-V;
- Configure storage area networks;
- Identify and meet the needs of both internal and external customers to deliver a high-quality service;
- Explain technical issues in an accessible way to non-technical users;
- Work independently and in a team;
- Communicate (verbal and written) clearly in English, as well as having excellent inter-personal skills and to show a willing "can-do" attitude to staff, students and visitors at all levels of the Centre;
- Understand and exercise the need for confidentiality and discretion;
- Analyse technical and non-technical issues, prioritise, make informed judgements, and take appropriate actions with minimal guidance from the IT Manager;
- Adapt successfully to changing circumstances and identify fresh approaches.

Experience of:

- Writing scripts using PowerShell or similar;
- Providing general IT support expertise;
- Client operating systems (Windows and macOS) plus common applications, e.g. Microsoft Office & email clients such as Microsoft Outlook.

Desirable

Experience of:

- Implementing IT security controls;
- Installing and managing at least one flavour of Linux;
- Managing an Office 365 tenant;
- Desktop imaging solutions and/or software deployment technologies;
- Audio-visual experience including video conferencing for meetings, teaching and webinars using Microsoft Teams or Zoom;
- Administration of Microsoft's SQL Server or MySQL;
- Lecture capture;
- Configuring Microsoft IIS or Apache;
- Content Management Systems e.g. Drupal;
- Crestron, Extron or Q-SYS control systems for AV;
- Similar responsibilities in the higher education sector.

Background to the Oxford Centre for Islamic Studies

The Oxford Centre for Islamic Studies is incorporated by Royal Charter and is registered as a charity (number 293072). The Patron of the Centre is HM King Charles III. The Centre was founded in 1985 and is committed to the advancement of academic excellence in teaching, research and publication. The Fellowship is drawn from a variety of academic disciplines including: anthropology, Asian and Middle Eastern studies development studies, history and theology and religion. The research profile is similarly diverse, ranging from regional study of the intellectual roots of Muslim civilisation and contemporary social movements in the Islamic world to investigations into the theory and practice of Islamic financial management. The Centre has a thriving publications programme, which includes the Journal of Islamic Studies. Published three times a year, by Oxford University Press, the Journal aims to encourage interaction among academics from diverse traditions of learning to enable the dissemination of their research and reflections. It is peer-reviewed. The Centre facilitates, and actively encourages, the publication of monographs and other works by Centre Fellows. The Centre's library provides valuable and unique resources. It now houses approximately 50,000 volumes and 360 manuscripts. The library collection is fully searchable on SOLO, the Oxford University's online library catalogue. Potential applicants can find out more about the Oxford Centre for Islamic Studies at www.oxcis.ac.uk.

The Centre Building

The Centre occupies purpose-built premises on a 3.25 acre site on the Marston Road, Oxford. The complex of buildings combines the academic, social, and residential functions of the Centre, and is a physical symbol of partnership, toleration, and friendship between the Islamic and Western worlds of learning. The buildings blend large elements and design details common to both Oxford colleges and Islamic architecture. They provide the Centre with accommodation for up to 54 students, Fellows and Visiting Fellows, a dining hall, a mosque, an auditorium, landscaped gardens, cloisters and quadrangles, as well as teaching and seminar rooms.

Right to work in the United Kingdom

As required by The Immigration, Asylum and Nationality Act 2006 applicants will be asked to provide proof of their right to work in the UK before employment can commence. Please note that original documents will be required. Where such documents are not in English, a certified translation is necessary. Please do not include these documents with your application. A request for the relevant information will be made at a later stage.

Equality and diversity

The Centre is committed to the principle and practice of equality of opportunity. The Centre seeks to ensure that all candidates are treated fairly, and that selection is based on individual merit and selection criteria relevant to the post.