University of Oxford
St Edmund Hall

Job Description – Further Particulars
IT Assistant

1. The College

St Edmund Hall is one of the constituent colleges of the University of Oxford and currently has about 70 academic staff (Fellows and Lecturers), 420 undergraduate students, 350 graduate students and 40 visiting students. Students are admitted in a range of subjects.

The first documented reference to St Edmund Hall is from 1317, which indicates an earlier foundation. Although Oxford's oldest colleges date to the mid-thirteenth century, it was not until the sixteenth century that the colleges commonly admitted undergraduates. St Edmund Hall therefore has a claim to be the oldest surviving academic society to house and educate undergraduates in any university – and it continues to provide an inspiring home for our students today.

The College launched its first strategy on 1 October 2019, encapsulating the Hall's vision for the next 10 years, covering 2019-2029. It aims to move our inspiring and historic institution into the next century, keeping it as relevant to students of the future as it has been in the past and is today.

General information about the College is available at www.seh.ox.ac.uk.

2. Introduction to the IT Department

The College's IT Department provides essential technical support and infrastructure services to staff and students. The team is currently led by the IT Manager, who is supported by an IT Officer. Due to the increasing volume and complexity of work, a new IT Assistant post was recently created to strengthen capacity and ensure the continued delivery of an efficient and responsive service.

The team is available on site from 8.00am to 4.00pm each working day. Outside of these hours, and for all non-urgent requests, the department operates a helpdesk system. All queries and issues should be submitted via the helpdesk, where they are logged and prioritised on a ticket basis to ensure that urgent matters are addressed promptly and workloads are managed effectively.

The IT Department is based on the main college site in Queen's Lane, close to the High Street and within easy walking distance of local bus routes and the train station. In addition to the main site, the college operates several annex buildings in North and East Oxford, all located within walking distance. The IT team provides support across all College sites, ensuring consistent and responsive service for staff and students regardless of location.

3. The Role

The IT Assistant supports the delivery of day-to-day IT and audio-visual services for Fellows, staff, students, and visitors, helping to ensure the College's IT and AV environment operates smoothly and reliably.

Reporting to the IT Manager and working closely with the IT Officer, the role is primarily user-facing and operational. It provides hands-on support for desktop and mobile computing, peripherals, audio-visual and hybrid meeting facilities, teaching and event spaces, and routine IT administration, escalating issues to the IT Officer or IT Manager as appropriate.

4. Key Responsibilities

User Support

- Act as the first point of contact for IT support requests via helpdesk, email, telephone, or in person.
- Provide timely, professional and courteous assistance with regular IT issues including:
    - Login and account problems.
    - Email and collaboration tools.
    - Standard office software.
    - Printers, telephones, mobile devices, and other peripherals.
- Diagnose and resolve hardware, software, and network connectivity faults on computers, phones and peripherals.
- Log, track, prioritise, and update support tickets accurately, ensuring clear and regular communication with users.
- Provide guidance and reassurance to users on IT best practice, including data backup, safe use of devices and protection against malware and viruses.
- Assist with the induction of new staff, introducing them to core IT systems and support arrangements.

Desktop, Device and Room Support

- Set up, deploy, configure and maintain computers, peripherals, and other devices.
- Assist with the set up and closure of IT access for Fellows, staff and students, including account configuration and equipment preparation/return.
- Provide hands-on support for teaching rooms, meeting rooms, and shared spaces, including computers, Wi-Fi and AV equipment.
- Set up, test and support AV equipment for hybrid meetings, including video conferencing platforms, microphones and presentation systems.
- Support IT provision in college accommodation, including network and connectivity issues, escalating where necessary.

Systems and Administration Support

- Carry out routine IT administration tasks under guidance, including:
    - User account creation, modification and maintenance.
    - Permissions management, including granting, modifying and revoking access rights to systems, shared drives, and applications in accordance with role requirements and approval processes.

    - Equipment inventory and asset tracking.
- Update the asset register when equipment is moved, loaned or redeployed.
- Assistance with software installations, updates and routine maintenance tasks in line with agreed procedures.
- Follow documented processes relating to backups, information security and data protection.
- Procure IT and AV hardware and software for Fellows and staff in line with college procedures and departmental requirements under the direction of the IT Manager.

Operational Support

- Assist with IT projects, upgrades and equipment rollouts as directed by the IT Officer or IT Manager.
- Produce, update and maintain clear user-facing and internal documentation to support efficient operation of IT and AV services.
- Provide cover for the IT Officer during periods of absence, within the scope of the role.
- Escalate complex, unusual or security related issues promptly to the IT Officer or IT Manager.
- Adhere to all college IT policies, information security requirements and acceptable use standards.
- Provide occasional out-of-hours support for planned maintenance, major events, or serious incidents.
- Follow documented incident response and disaster recovery procedures where required.

Additional Information

The post-holder will be expected to work closely with colleagues across the college and the wider University. Some out-of-hours work may occasionally be required to support critical incidents or planned maintenance.

The appointee will also be expected to carry out such other duties as the IT Manager may from time-to-time request, commensurate with the grade and responsibilities of the post. The above provides an indication of the nature of the role and is not intended to be exhaustive.

6. Selection criteria/Person specification

Requirements	Essential and desirable criteria	
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Education/qualifications		
Good general level of education.	√	
Relevant IT or AV qualification or evidence of ongoing professional development.		√
Experience		
Experience of providing hands-on IT support in a customer-facing environment.	√	
Experience of setting up and supporting AV equipment, including video conferencing and hybrid meeting technologies.	√	
Experience of working in higher education or similar complex environment.		√
Experience using helpdesk or ticketing systems.		√
A familiarity with common collaboration and video conferring platforms.		√
Skills, Competencies and Abilities		
Strong commitment to customer service with excellent communication and interpersonal skills and a professional and approachable manner to support academic and administrative users.	√	
Strong practical skills supporting desktop and laptop computers, mobile devices and peripherals.	√	
Excellent written and numeracy skills with good attention to detail.	√	
Ability to work methodically, follow procedures and manage competing priorities.	√	
Ability to work independently when the situation demands it.	√	
Ability to diagnose and resolve common hardware, software and connectivity issues.	√	
An awareness of IT security and data protection principles		√
Personal Skills		
Able to form positive relationships with alumni, students, staff and others who have a stake or interest in the College.	√	
Discreet and able to maintain confidentiality.	√	
Friendly and approachable with strong relationship management skills.	√	

7. Terms and Conditions

Appointment:	This is a full-time, permanent post working five days per week. The appointment will be conditional on receipt of evidence of right to work in the UK documentation and satisfactory references.
Probationary Period:	There will be a probationary period of three months. Only after successfully completing this probationary period will the appointment be confirmed.
Notice Periods:	During the probationary period, the post-holder's employment may be terminated by either side on one weeks' written notice. Once the appointment is confirmed, the period of written notice will be 1 month on either side.
Salary:	The salary reflects the St Edmund Hall Salary Scale at Grade 5 (currently £31,706 to £37,133 per annum). Appointments are normally made to the bottom of the grade; however, the starting point will depend on qualifications and experience. Automatic progression takes place on 1 August for support staff provided they have been in post for at least 3 months prior to the incremental date until the maximum point is achieved.
Hours of Work:	Normal hours of work will be 35 hours per week, usually 8.00am to 4.00pm, with a one-hour lunch break each day, which is unpaid. The ability and willingness to adopt a flexible approach to working hours and duties will be required. Following successful completion of the probationary period, working from home on one day of the week can be arranged by agreement with the IT Manager.
Annual Leave:	Annual leave entitlement is 32 days (inclusive of bank holidays). The post-holder's leave will be calculated on a pro-rata basis for the first year of employment. Additional leave is granted during the Christmas and New Year period when the College is closed. Where public holidays fall in term time, the IT Assistant may be required to work those days and time off in lieu will be given to be taken at a mutually convenient time at the discretion of the IT Manager.
Meals:	Lunch is provided free of charge in the Hall whilst on duty and when the College kitchen is open.
Benefits:	Subsidised bus pass loan, season ticket rail loan, cycle scheme loan and access to the College's employee assistance programme (a 24-hour telephone and online advisory and counselling service).
Pension:	The post-holder will be automatically enrolled in the Oxford Staff Pension Scheme (OSPS) unless they notify the College otherwise.
Parking:	Parking is extremely limited and allocated according to needs at the discretion of the Domestic Bursar.

Further terms and conditions are contained in the Employee Handbook, a copy of which will be supplied on appointment and forms part of the post holder's contract of employment.

8. Application Process

Interested applicants should forward the following documents:

1. A Cover Sheet (found on our website) detailing the names and contact details of two referees.
2. A current CV.
3. A covering letter, which explains how you meet the selection criteria for the post.

Documents should be sent preferably by email to recruitment@seh.ox.ac.uk by **GMT 09:00 on Wednesday, 18 November 2026.** Postal Applications should be sent to the HR Manager, St Edmund Hall, Queen's Lane, Oxford, OX1 4AR.

Interviews are expected to be held on Thursday, 26 November 2026 in Oxford.

Informal enquiries about the post should be directed to recruitment@seh.ox.ac.uk.

Equality of Opportunity

The Equal Opportunities policy of the College requires that all staff are offered equal opportunities within employment. Entry into employment will be determined only by personal merit and the application of criteria related to the post. Subject to statutory provisions, no applicant 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.

Recruitment Monitoring

Please consider completing the online Equal Opportunity Monitoring Form. Submission of this form is voluntary and does not form part of the selection process, but we would be grateful if you are willing to return it with your application to assist us with our equal opportunity monitoring. A paper copy can be obtained on the website or by emailing recruitment@seh.ox.ac.uk.

Notes

1. *This employment is subject to the provision of original documentation to establish the right to work and remain in the UK.*

2. *All data supplied by applicants will be used only for the purpose of determining their suitability for the post, and will be held in accordance with the principles of the General Data Protection Regulations.*

3. *St Edmund Hall is an Equal Opportunities Employer. Conduct against fellow employees and college members that is offensive or detrimental to them on grounds of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation, is not tolerated.*

4. *Smoking (including electronic devices) is not permitted at any of the sites or buildings belonging to St Edmund Hall.*