



Computing Technician Job Description

Role Summary:

SOCIT delivers essential IT services to several prestigious Oxford Colleges. As a Computing Technician, you'll play a vital role in providing 1st and 2nd line support to our community, ensuring minimal disruption and exceptional service levels. Reporting to the Head of SOCIT, you'll have the opportunity to work alongside a team of passionate professionals and contribute to exciting projects.

Key Responsibilities:

- Provide a high standard of 1st and 2nd line support via email, telephone, or in person, resolving technical issues efficiently.
- Use the SOCIT Helpdesk (ticketing) system, resolve support calls in a timely efficient manner. Responsible for some triaging and escalating jobs to other members of the team as required.
- Support users with non-routine tasks, including training and problem-solving.
- Streamline system builds, testing, and configurations before delivery.
- Maintain and provide support for the use of printing and photocopying facilities
- Interact with clients to schedule work and minimise disruptions.
- Stay updated on relevant IT developments through training and networking.
- Maintain change logs and document all processes

Essential Requirements:

- 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.
- 3-5 years' experience providing generalist ICT administrative expertise in a medium or large sized business.
- Experience of supporting Microsoft Windows and Apple OSX desktops.
- Extensive experience in Microsoft Office products and common mobile devices.
- An understanding of the key elements of Information Security and experience of helping end users comply with best practice in this area.
- Ability to prioritise workload effectively, while under pressure and to provide flexibility and support within the team.
- Enthusiasm for learning and adapting to new technologies.

Desirable Skills:

- Experience in higher education IT support or research environments.
- Knowledge of TCP/IP networks and Windows server platforms.
- Technical diagnostic and problem-solving skills.
- Experience of writing IT documentation for both technical and non-technical users
- Familiarity with IT service management or project management frameworks.