



Job Description

Computing Technician

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 Helpdesk Manager, 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 and professionally.
- Support users across Windows, MacOS and mobile platforms, with a particular focus on Microsoft 365 services, authentication, and access management.
- Troubleshoot and resolve common issues relating to identity and access (SSO, MFA, account access), Desktop software and applications, Connectivity (WiFi and network access), Email and collaboration tools
- Use the SOCIT Helpdesk (ticketing) system, resolve support calls in a timely efficient manner. Responsible for prioritising work effectively, triage and assign tickets appropriately, creating tasks and escalating jobs to other members of the team as required.
- Consult SOCIT knowledgebases and internal documentation for ticket resolution
- Support users with non-routine tasks, including training, guidance and problem-solving.
- Create tasks and escalate work appropriately.
- Manage ticket lifecycle including hold states and documentation.
- Maintain accurate records of actions and outcomes.
- Diagnose network issues including DHCP, DNS, and VLAN-related problems.
- Distinguish between endpoint and network faults.
- Coordinate resolution with network teams and communicate clearly with users.
- Assist with system builds, testing, and configurations prior to deployment.
- Maintain and provide support for the use of printing and photocopying facilities and escalating issues to 3rd party suppliers as necessary
- 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
- Account creation and diagnostics within Active Directory and similar services



- Deploy and manage VOIP phones throughout the sites
- Maintain equipment inventories and asset label/tracking
- Maintain printing and device services.
- Provide support to members and guests of the college in connecting their personal equipment to the College/University network
- Contribute to ongoing service improvements, including automation and proactive monitoring initiatives.
- Run large scale OS and software deployment projects as required
- Coordinate with central IT, suppliers, and technical specialists.
- Support task-based workflows for identity, network, and rollout activities.
- Ensure progression of dependency-driven work.
- Maintain user accounts and access in directory systems.
- Install and update operating systems and software.
- Support device builds, deployments, and maintenance.
- Maintain knowledgebase and documentation.
- Identify recurring issues and support service improvements.
- Contribute to automation and efficiency initiatives.
- Assist with system upgrades, rollouts, and deployments.
- Support testing, documentation, and communication.
- Participate in asset management and lifecycle processes.
- Engage in training and professional development.

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 MacOS
- Understanding of identity, access, and security principles.
- Extensive experience in Microsoft Office 365 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.



- Strong diagnostic and problem-solving skills across multiple systems.
- Experience with service desk tools and workflows.
- Ability to prioritise workload and work under pressure
- Enthusiasm for learning and adapting to new technologies.
- Working knowledge of networking fundamentals (DHCP, DNS, VLANs).
- Strong documentation and record keeping ability.

Desirable Skills:

- Experience in higher education IT support or research environments.
- Knowledge of TCP/IP networking and how it relates to end-user connectivity and authentication. Understanding of how identity and access systems (e.g. Active Directory, Microsoft 365) underpin user services.
- Experience of writing IT documentation for both technical and non-technical audiences
- Awareness of IT service management practices and ticket-based workflows.