



Lincoln College

UNIVERSITY OF OXFORD

| | |
|-----------------------|--|
| Job Title: | IT Operations and Network Engineer |
| Department: | IT Office |
| Salary Scale: | £45,212 - £49,119 pa depending on experience |
| Contract Type: | 37.5 hrs per week, Permanent. This is a fully on-site position |
| Reports to: | Head of IT |

The College

Lincoln College is a medium-sized College housed in attractive medieval buildings in the centre of the city, on Turl Street. The College has 50 Fellows, around 600 students, equally divided between graduates and undergraduates, and a large body of administrative and domestic staff. Further information may be found on the College's website: www.lincoln.ox.ac.uk.

The Role

We are seeking an experienced and proactive IT Operations and Network Engineer to join our small IT team and provide hands-on support across the College's IT estate.

Working closely with the Head of IT, the postholder will play a key role in the day-to-day operation, support and continued development of the College's IT services. This is a broad, hands-on role requiring someone who is comfortable responding to everyday IT operational issues, while also bringing strong technical experience in network infrastructure, including firewalls, switches and associated network equipment.

Duties:

IT Operations

- Maintain college server and desktop infrastructure.
- Update local Active Directory user and device accounts.
- First and Second line user support for: SharePoint, College website, Raisers Edge NeXT, CCTV, door entry systems and other college IT systems as required.
- Provide assistance with hardware support and installation.
- React promptly to major incidents involving IT Infrastructure, working to resolve issues effectively.
- Present a professional, helpful, and approachable demeanour when dealing with external and internal stakeholders.
- As part of the IT Team, maintain clear notes and guides on the running of the college IT infrastructure.
- In the absence of the Head of IT, ensure the smooth running of the department and IT operations.

Network Infrastructure

- Plan improvements to the network to ensure that the network is able to support current and future demands placed on it.

- Managing the firewalls, including security rules, device updates, VPN, VLANs, and monitoring for intrusions.
- Monitor the performance of the various network assets. Ensure hardware is maintained and all switches are running latest software.
- Monitor and support local and University-wide WiFi connections. Installation and support of Wireless Access Points as required.
- In partnership with the Head of IT, construct and document disaster recovery procedures for the College's infrastructure and ensure those procedures are up to date. To periodically test disaster recovery procedures.
- Advise Head of IT on network strategy and propose future investment in IT solutions.

To undertake any other duties, consistent with the purpose of the job, as may from time to time be assigned by the Head of IT.

Essential Selection Criteria:

- Experience delivering a high level of customer service.
- Strong problem-solving skills, with a track record of effective and innovative solutions to technical and non-technical issues.
- Ability to clearly communicate processes and procedures, both verbally and in writing.
- Ability to explain technical concepts in an accessible and supportive manner.
- Ability to work independently and collaboratively, managing tasks to meet deadlines under pressure.
- Effective time management with a reliable and punctual approach.
- Self-motivated with initiative and the ability to identify and resolve issues.
- Experience providing infrastructure or technical support
- Demonstrable knowledge of wired and wireless networking fundamentals, including DNS, DHCP, VLANs, and STP.

Desirable Selection Criteria

- Experience with scripting or automation (e.g., PowerShell or Python) to streamline infrastructure management.
- A working knowledge of virtualization technologies such as Microsoft Hyper-V or VMware vSphere.
- Willingness to work occasional non-standard hours as required.

Benefits

- 30 days Holiday including bank holidays, (pro rata) in each year on the basis of one week over festive period in December and the remainder to be taken at such time or times as shall be mutually convenient, and agreed in advance with the Head of IT.
- Enrolment in the Oxford Staff Pension Scheme (OSPS)
- Free lunch is provided in college, when on duty.
- Other benefits include; access to an Employee Assistance Programme, and various discounts through the Oxford University card.

Application Process:

Candidates should submit the following documents by closing date of **5th July 2026**.

- A completed Application (available on the College website through Employment Hero)
- A covering letter (no more one A4 page) explaining your interest in the post and demonstrating how you meet the requirements of the person specification.

- An up-to-date CV.

Recruitment monitoring information is collected for equality purposes only and does not form part of the selection process.

Please note that any personal data submitted to the College as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the Lincoln College's Privacy Policy: <https://lincoln.ox.ac.uk/asset/Privacy-Policy.pdf>

Equality, Diversity and Data Protection

Lincoln College is committed to equality of opportunity and to providing a working environment in which all individuals are treated with dignity and respect.

Equality of Opportunity

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. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Other Information

The appointment will be conditional on verification of the successful candidate's availability for employment in the UK.

The successful candidate will be required to complete a confidential medical questionnaire which will be forwarded to our Occupational Health Department who will assess their fitness to perform this role.

Any enquiries related to these further particulars should be directed to hr@lincoln.ox.ac.uk