



JOB DESCRIPTION

Job Title	Head of IT
Department	IT Office
Reports to	College Bursar
Salary	£61,696 to £65,336 per annum
Benefits	30 days annual leave, plus bank holidays. One week must be taken at Christmas and the remainder to be taken at such time or times as shall be mutually convenient, and agreed in advance with the Bursar. Enrolment in the Universities Superannuation Scheme (USS). The College provides lunch, free of cost. Other benefits include access to an Employee Assistance Programme and the College cycle and bus pass schemes.

Purpose of the Role

The Head of IT is responsible for providing comprehensive IT services to support academics, staff, students, and visitors across the College, while managing the institution's computer systems and network infrastructure. This role demands adaptability to the rapid evolution of both hardware and software technologies, alongside the growing and diverse needs of the user population. Given the dynamic nature of the IT landscape, the responsibilities of this position will evolve continuously. A flexible working approach is essential, particularly during critical periods such as peak academic times, system upgrades, and emergency support needs.

Key responsibilities of the role include:

1. IT Support

Providing day-to-day support to all user groups—staff, students, academics, and visitors—through troubleshooting, helpdesk services, and ensuring the smooth operation of all systems.

2. System and Network Management

Overseeing the administration of computer systems, servers, and network infrastructure to ensure optimal performance, security, and uptime.

3. Strategic Planning and Implementation

Planning, executing, and managing IT projects, system upgrades, and ensuring that the College's technology infrastructure remains current and capable of meeting future demands.

4. Collaboration with Other Departments

Working closely with academic and administrative departments to understand their specific needs, ensuring that IT resources align with institutional goals and objectives.

5. Flexibility and Crisis Management

Adapting to changes in the academic calendar, emergencies, or periods of peak usage. This includes ensuring IT services are maintained during critical times, such as exams, deadlines, or unforeseen issues.

6. Security

Implementing and managing robust security protocols to protect systems, networks, and data. This includes overseeing firewalls, encryption, and access control measures.

Essential Skills and Experience

- A relevant degree or equivalent experience in a similar IT role.
- Strong analytical skills to assess both technical and institutional needs, providing optimal solutions.
- Excellent planning and decision-making abilities, with a capacity to prioritize effectively in a fast-paced environment.
- Proven experience in implementing, managing, and monitoring network and computer security measures.
- A flexible, professional approach to work, with exceptional attention to detail.
- Experience with IT procurement, including the selection and purchase of hardware and software.
- Excellent written and verbal communication skills, with the ability to explain technical concepts to non-technical users.
- Extensive experience with TCP/IP networking, including the management and configuration of switches, wireless access points, VLANs, DNS, and DHCP.
- Solid experience in deploying and supporting server and desktop operating systems, including Windows, Linux, and macOS.
- Strong experience with the management of Windows Servers, Active Directory, and Group Policy.
- Familiarity with virtualization technologies and practices, ideally VMware.
- Experience in administering and managing SQL database servers.
- Proficiency in scripting languages such as PowerShell.
- Advanced knowledge of Ethernet and fibre optic cabling technologies.
- Ability to work both independently and collaboratively, adjusting to diverse work situations.
- Knowledge of mobile operating systems such as Android and iOS.

Desirable Skills and Experience

- Experience working with T-SQL.
- Familiarity with WordPress CMS.
- Experience working with MS SharePoint and MS Teams.
- Experience in maintaining secure web services (e.g., SSL certification).
- Project management skills.

- Strong man-management skills and experience leading an IT team.
- Knowledge of the higher education sector.

Summary:

The Head of IT is a pivotal role in ensuring the ongoing reliability, security, and development of the College's IT infrastructure. This person will be at the forefront of IT support, system management, and strategic planning, ensuring all technological systems are aligned with the College's mission and goals. The position demands flexibility, adaptability, and an ability to manage multiple priorities, making it essential for the successful candidate to demonstrate both technical expertise and leadership.

Application Process:

Candidates should submit the following documents by closing date of 2nd November 2025, 5pm.

- A completed Application (available through the College website via Employment Hero)
- A covering letter, explaining your interest in the post and demonstrating how you meet the requirements of the person specification.
- An up-to-date CV, including the names and contact details of two referees, **one of whom must be your current or most recent employer**. We will assume that we may approach them at any stage unless you tell us otherwise.

Interviews will be held Tuesday 11th November 2025 & Thursday, 13th November 2025.

Data Protection

Personal data is processed in accordance with Lincoln College's Privacy Policy which is available at www.lincoln.ox.ac.uk/Privacy-Policy

Equal Opportunities

Lincoln College is an Equal Opportunities Employer. Conduct against fellow employees and College members which is offensive or detrimental to them on grounds of age, colour, disability, ethnic origin, marital status, nationality, national origin, parental status, race, religion or belief, gender, or sexual orientation will not be tolerated.

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 in the first instance to the HR Department: hr@lincoln.ox.ac.uk.