Oriel College
UNIVERSITY OF OXFORD

JOB DESCRIPTION

Job title   IT & AV Officer

Department   IT

Location   Oriel College, Oriel Square, Oxford OX1 4EW

Salary   £30,000 - £34,000 per annum (depending on experience)

Hours of work   Full-time – 36.5 hours per week

Contract type   Permanent

Reporting to   Head of IT

Overview of the role

The IT & AV Officer is a key member of the IT team, responsible for supporting and maintaining the College's Audio-Visual (AV) systems and providing general IT support. This role ensures the delivery of high-quality AV services for teaching, meetings, events, and hybrid functions, while also contributing to the broader digital infrastructure's reliability and usability. The role demands strong technical skills, effective problem-solving abilities, and excellent interpersonal communication.

Responsibilities

Audio-Visual (AV) Support
• Manage, maintain, and test AV equipment across the College and other sites, including laptops, projectors, screens, audio systems, digital mixers, and microphones.
• Collect and review audio-visual requirements for hybrid events in advance and provide pre/post-event support.
• Offer support for connecting to external conferencing platforms such as Zoom and MS Teams.
• Develop, document, and implement changes based on event requirements.
• Collaborate with presenters and event organizers to discuss available AV facilities and provide recommendations.
• Provide first-line support for immediate AV system issues and perform pre-event equipment checks in venues such as the Hall, Harris Lecture Theatre, and Harris Seminar Room.
• Work closely with the IT team to diagnose and resolve faults, ensuring regular maintenance and testing of AV equipment.
• Liaise with the Conference and Events Manager regarding event requirements.

IT Support and Systems Administration
• Provide 1st and 2nd line support for hardware, software, and network issues (Windows and macOS).

• Set up and configure endpoint devices, including desktops, laptops, and mobile devices.
• Offer support for other IT services, including wireless, printing, and College software.
• Maintain IT asset records and manage the hardware/software lifecycle.
• Assist with security, backup, and system monitoring, ensuring that documentation is kept up to date.
• Stay informed on cybersecurity, data protection, and accessibility best practices.

General Duties

• Configure meeting rooms as needed, ensuring that necessary equipment is available.
• Provide training to colleagues on the proper use of IT/AV equipment.
• Collaborate on College-wide IT/AV upgrade and rollout projects, ensuring the integration of new technologies.
• Stay informed on developments in AV/IT technologies relevant to higher education.
• Comply with College Health & Safety policies, including manual handling and working at height protocols.
• Create and maintain user guides and technical documentation.
• Participate in annual performance reviews and complete required training.
• Adhere to all College policies, including those in the Staff Handbook.
• Perform any other duties as requested by the Head of IT or College leadership.

Selection criteria

Essential Criteria
• Comprehensive knowledge of audio-visual technologies and systems.
• Strong technical knowledge of Windows and macOS.
• Experience supporting live, hybrid, and recorded events.
• Ability to assist non-technical users at all levels.
• Excellent troubleshooting and diagnostic skills.
• Strong communication skills (both written and verbal).
• Ability to manage and prioritize workloads, including occasional out-of-hours support.
• High attention to detail; self-motivated and team-oriented.

Desirable Criteria
• Relevant certifications (e.g., CompTIA, Microsoft, ITIL, Crestron).
• Experience with video sharing/live streaming platforms (e.g., Panopto).
• Familiarity with mobile/endpoint device management (e.g., Intune, ManageEngine).
• Skills in video editing and media production.
• Understanding of data protection and IT security best practices.
• Experience with IT helpdesk/ticketing systems.
• Proactive, adaptable, and customer-focused service mindset.

Special Requirements

• Flexibility to work outside normal hours, particularly during term time and events.
• Willingness to carry out physical tasks (manual handling, working at height – training provided).

About Oriel

Oriel College is the 5th oldest Oxford College of the 39 self-governing and independent colleges within the University of Oxford and the oldest Royal Foundation; in 2026 we will

be celebrating our 700th birthday. Described by our students as 'the perfect size', with around 600 students we're slightly smaller than the average Oxford college, and our community is tight knit and friendly. Oriel brings together a world-class academic community of leading academics and researchers with high achieving and motivated students, underpinned by around 120 people working in the professional support teams.

Located right in the middle of Oxford in beautiful buildings, the College has a rich history and has been home to Saint John Henry Newman, Saint Thomas More, Sir Walter Raleigh and two Noble Laureates, amongst many other influential thinkers.

For more information about Oriel College, please visit https://www.oriel.ox.ac.uk/

Pre-Employment Screening

All appointments are subject to proof of the candidate's legal right to work in the UK and receipt of satisfactory references.

You will also be asked to complete a health declaration so that you can tell us about any health conditions or disabilities for which you may need us to make appropriate adjustments.

Data Protection

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.

The College exists to promote excellence in education and research and is actively committed to the principle of equality of opportunity for all suitably qualified candidates.

Employee Benefits*

- 38 days holiday (including bank holidays)
- Pension scheme
- Employee Assistance Programme
- Free lunch on each day worked (when the kitchen is open)
- Travel loan scheme (bus and bike)
- Free eye tests and a contribution towards new lenses/glasses if your prescription has changed (for VDU users)
- Flu jab (reimbursement)
- Staff social events
- Free entrance to The University of Oxford Botanic Gardens
- Free entrance to Harcourt Arboretum
- Free membership (via application) to Wytham Woods
- Free access to visit the 45 Colleges that make up Oxford University plus University Libraries
- Free membership of the University Club (social, sporting and hospitality club)
- Free entrance to University museums

Retail

- 10% discount at Ashmolean Museum Café and shop
- 10% discount at Bodleian Library shop
- 10% discount at OUP bookshop
- 15% off at Blackwell's bookshop in Oxford
- Discounts online and in local shops via following the link https://hr.admin.ox.ac.uk/discount-codes
- Discounts on over 100 national brands by applying for a FREE TOTUM Discount card
- Discount on retail, food and fitness via applying for a UNiDAYS account
- Discount on retail, food and fitness via applying for a Student Beans account
- Discount at Howdens Oxford quoting Oxford University

Fitness

- Discounted membership to University sports facilities, Iffley Road
- Discounted membership to the University Club, Mansfield Road (social, sporting and hospitality club)
- Up to 30% discount at various gyms via student membership app UNiDAYS

Healthcare

Discounted private healthcare via Eduhealth https://www.eduhealth.co.uk/oxford-university

IT Software

- Free Office 365 software download on up to 5 devices
- Free antivirus software

Training and Development

- Free access to hundreds of online training courses

*Please note that with the exception of holidays and pension provision, the benefits listed are non-contractual and may be subject to change or withdrawn.