JOB DESCRIPTION - COMPUTER OFFICER

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Computer Officer</th>
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<tbody>
<tr>
<td>Location</td>
<td>Hughes Hall, Cambridge CB1 2EW</td>
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<tr>
<td>Reporting to</td>
<td>IT Manager</td>
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<tr>
<td>Contract Type</td>
<td>Permanent</td>
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<tr>
<td>Probation Period</td>
<td>Six months</td>
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<tr>
<td>Salary Range</td>
<td>£29,176 to £34,804 (possibly more for an exceptional candidate)</td>
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<td>Hours of Work</td>
<td>37.5 hours per week Monday to Friday (with occasional evening and weekend work for which time in lieu will be given)</td>
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<td>Annual Leave</td>
<td>Annual paid leave of 25 days plus public holidays.</td>
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<td>Pension Eligibility</td>
<td>The College offers membership of a contributory pension scheme. Subject to your age and earnings level, you may be eligible for auto-enrolment into the scheme and you have the right to opt out at any time.</td>
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Hughes Hall is one of the 31 Colleges of the 800-year-old University of Cambridge, with a unique character that comes directly from our members. We’re one of just four Cambridge Colleges dedicated to undergraduates aged 21 and over and postgraduates. That gives Hughes Hall a very different feel from Colleges with younger students.

We’re the second-largest College for postgraduates, but we also have around 100 undergraduates and medical students. Overall, we have around 700 student members and 200 senior members.

We’re one of the most international Cambridge Colleges. We have students from more than 75 countries, and our senior members also come from all over the world. They include top academics, leading figures from government and the third sector, and senior executives in business, finance and law.

Hughes Hall is a College that bridges the academic and external worlds. Our mission is to use academic learning to bring about real change and growth in the world.

We started out as a women-only College for schoolteachers. Over time, we’ve widened both our student profile and our teaching. Today, we welcome students from every background and every part of the world, many of whom are looking for a new direction in study, work or life.

We cover every subject, but we focus strongly on five areas that are all about solving real-world problems through training professionals and studying their associated academic
disciplines: law (with philosophy); business (with economics); medicine (with the life sciences); engineering (with computer science, mathematics and physical sciences) and education (with social sciences).

Our atmosphere is open, friendly and communal. We don’t put up any barriers between students, academics and staff. Everyone works, talks and eats together. Unlike most Colleges, Hughes Hall does not have a High Table reserved for Fellows at mealtimes.

The College’s senior membership and staff form a diverse and experienced oversight, management, and support team for the College. The senior membership of Hughes Hall comprises a broad range of professional academics at all stages of their academic careers, from early career researchers developing their research profiles, to established Professors directing world-class projects and departments. The College’s Governing Body, which has overall responsibility for the College and is the committee of charity trustees for the College as a charity, is made up of a core group of ‘Fellows’. However, the broader senior membership, made up of Honorary, Life, and Quondam Fellows, as well as By-Fellows, Associates, Research Associates, and Visiting Scholars incorporates a wide range of scholars and professionals into the intellectual and communal life of the College. As a group, referred to collectively as the “senior membership”, these individuals represent the core academic, cultural and institutional leadership of the College community.

The wider community of staff includes individuals experienced in the wide range of skills and day-to-day support functions required in a large and complex educational institution.

**Job Purpose**
To support the IT Manager in the management, maintenance and development of the College’s academic and administrative computing facilities and the College network.

**Main Duties**
- Maintain and upgrade existing equipment and software, with fault diagnosis and rectification or reporting daily.
- Provide IT support to Senior members, Staff and Students, to include, where necessary, the provision of individual and group training, the supply of local documentation, user guides and information.
- Assist with the maintenance of the College network to include physical cabling and related hardware and software. Oversee the connection of IT equipment.
- Liaise with the IT Manager over matters of common interest. Act as point of contact for the Computing Service within the College. Deal with problems arising from the misuse of computers, or from faults that may impact on users outside the College.
- Advise members and Staff on the selection of appropriate new hardware and software and where necessary undertake the installation and configuration of same.
- Uphold the University and College Policy and make sure system and security are compliant.
• Inform the IT Manager on IT matters, monitor relevant newsgroups, and internet information sources including periodic submission to the staff newsletter for IT related matters.

• Manage and maintain consumable stocks and assist the IT Manager in the equipment lifecycle.

• Assist with new system implementations.

• Create, update and manage PC images College Computers.

• Assist staff, Senior Members & Students with computer security – including advice for removal of malicious software and the prevention of infection.

• Work with the Helpdesk fault queue and liaise directly with staff and IT staff updating status of outstanding issues. To include monitoring the priority and severity status of Helpdesk issues and updating the IT staff where necessary.

• To be the lead in maintaining and developing the College MIS system.

The above is not an exhaustive list of duties. The post-holder may be asked to take on different tasks and all employees are expected to work collaboratively to support the overall work of the College. A flexible attitude to working practices is required, as some support tasks might need to be performed out-of-hours.

Person specification

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<tr>
<th>Essential Education and Experience</th>
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<tr>
<td>Level 6 vocational qualification or equivalent level of experience e.g. CompTIA A+, Microsoft Certification or CCNA</td>
<td>Degree level qualification in a related subject</td>
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- Mac and PC hardware.
- Cisco networking equipment management & configuration.
- VMWare Virtualisation and Veeam Backup
- Installation and maintenance of most variants of Windows via deployment tools
- Installation and maintenance of office productivity software, e.g. Microsoft Office and Adobe Acrobat
- Experience of cloud hosting solutions like Microsoft Azure
- Office 365 administration
- Experience of computing in an academic environment.

- HP SAN Management
- MacOS, Debian Linux administration
- Database query and report writing in PostgreSQL
- Program in PHP and other languages is an advantage
- API integration between sub systems
- CamSIS Connect
**Skills and Abilities**

- Self-motivated with the ability to work without close supervision.
- Ability to communicate across a range of users with varying levels of computing ability to include students – undergraduate and graduate, academic and administrative staff.
- Ability to work closely and effectively with other IT staff both within and outside the College.
- Ability to absorb new ideas quickly, to continue to learn and keep abreast of developments in the field.
- Willingness to offer commitment to the post in terms of energy, enthusiasm and time.

- Understanding and mapping business processes to develop in-house software solutions.

All staff at Hughes Hall are expected to engage in continuing professional development, to comply with the data protection legislation and to comply with college’s Staff Handbook, Health & Safety Policy and all relevant procedures.

**Screening Check Requirements**

We have a legal responsibility to ensure that you have the right to work in the UK before you can start working for us. If you do not have the right to work in the UK already, any offer of employment we make to you will be conditional upon you gaining it.

**Application Process**

To submit an application for this vacancy, please complete the job application form and include a covering letter outlining your reasons for applying for the role. Please also complete the College’s Equality and Diversity Form. These should be emailed to hr@hughes.cam.ac.uk. The closing date for applications is 13 January at 9am. Interviews will be held at Hughes Hall, Cambridge in late January.

Any information given will be processed for employment selection and statistical purposes. You will find all of the relevant Data protection Statements on our website at https://www.hughes.cam.ac.uk/about-us/foi-publications/ and also on page 7 of the application form.

For an informal discussion about the post, please contact the IT Manager on it.manager@hughes.cam.ac.uk. If you have any questions about the application process, please contact the HR Manager on hr@hughes.cam.ac.uk.