Job Description – IT Manager

The IT Manager will deliver efficient and effective strategic IT solutions for the College. They will manage and maintain the College’s network and server infrastructure, ensuring it is effective and secure. They will, in collaboration with the Assistant Bursar, create and implement IT strategy and policy to help the College achieve both its strategic objectives and ongoing agenda.

<table>
<thead>
<tr>
<th>Job Title</th>
<th>IT Manager</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>Assistant Bursar</td>
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<tr>
<td>Contract Type</td>
<td>Permanent</td>
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<td>Probation Period</td>
<td>Six months</td>
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<tr>
<td>Salary Range</td>
<td>£46,042 to £56,587 (spine points 52 to 59) depending on experience</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). Whilst flexible working arrangements are available, it is expected that the majority of time will be spent onsite at College</td>
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<tr>
<td>Annual Leave</td>
<td>Annual paid leave of 25 days plus public holidays. Adjusted pro rata for part time hours.</td>
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<td>Pension Eligibility</td>
<td>The College offers membership of a contributory pension scheme with matched employer contributions up to 8%.</td>
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<tr>
<td>Mental Health Peer Support Programme</td>
<td>All staff members have access to the College’s Mental Health Peer Support Programme, supporting Mind’s Mentally Healthy Universities initiative</td>
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| Additional Benefits| • Medicash healthcare plan (https://www.medicash.org/)  
• Free lunches on working days  
• Free Life Assurance cover  
• Enhanced sick pay  
• Cycle purchase scheme  
• Annual season ticket loan  
• Free on-site car parking (subject to availability) |

The University of Cambridge’s oldest graduate college, Hughes Hall bears the name of its founding Principal, Elizabeth Phillips Hughes. Established in 1885 as a women-only teaching College, we now accept postgraduate students and mature undergraduates in all areas of study and research, offering scholarships and bursaries targeted at new and continuing students.
We are one of the most international colleges, bridging the academic and external worlds, with an open and informal atmosphere. A distinctive aspect of college life at Hughes Hall is an egalitarian culture where interaction and engagement between the senior membership and students is open and encouraged; and everyone is allowed to walk on the grass!

A dynamic and progressive College, we have 56 Governing Body Fellows, 219 further Senior Members from all walks of life, 874 full- and part-time postgraduates and 177 mature undergraduates from more than 80 countries. Particularly distinctive is our “Bridge Fellows” programme, which brings a diverse group of outstanding individuals from outside the University into our Fellowship as full members of Governing Body. An oasis of calm and quiet near the busy city centre, we provide a relaxing yet stimulating environment for study and research. Hughes Hall is situated alongside Fenner’s Cricket Ground, just off the cosmopolitan Mill Road.

We are focused on being an intellectual force at the centre of the University, concentrating on translating research into impact and inter-disciplinary collaboration. We have strengths in five subject areas, broadly in the Sciences and Social Sciences, where collaboration between the academic and wider worlds thrives: Physical Sciences, Engineering and Mathematics; Life Sciences; Business and Economics; Education and Social Sciences; and Law. We have world-leaders in each of these fields developing dynamic communities of interest within the College, with a reach far beyond our boundaries.

A determination to change the world for the better is realised through our Bridge initiative which leverages the College’s multidisciplinary perspective, international nature, and external focus to help turn brilliant ideas into lasting change. The Bridge at Hughes Hall helps researchers build relevant skills and enables networking and matchmaking between our academic community and external partners. It is structured around four themes, in various stages of development, through which we aspire to have impact on societies and engage our students: Global Health; The Future of Education; Environment and Energy; and Artificial Intelligence and Big Data. The Bridge also supports our centres: the Centre for Climate Change Engagement, Oracy Cambridge, Cambridge Governance Labs, and the Cambridge Centre for Digital Innovation.

These hubs of academic and professional innovation are having a wide-reaching influence, drawing global attention to Hughes Hall, and are one aspect of a large, vibrant, friendly, and ambitious community dedicated to supporting one another in the pursuit of excellence, using academic learning to bring about real change and growth in the world.

Our website contains further information about our history, people, work, and values.
**Job Purpose**
The IT Manager is responsible for creating IT policy and strategy for the short medium and long term, implementing infrastructure and leveraging technology to help the College achieve its goals. The role is responsible for leading the IT Department in the professional high quality provision of IT support, in line with the College’s agenda.

**Main Duties**

- Coordinate all IT activities and oversee all daily technology operations (network and server infrastructure) to ensure availability of network services, and ensure that the IT Helpdesk is well maintained (assisting with Helpdesk calls as required)
- Evaluate risk and formulate and implement network recovery and backup processes to ensure business continuity and disaster recovery
- Analyse the business requirements of all departments to determine their technology needs
- Determine and document present and future business processes
- Identify security vulnerabilities and eliminate these with strategic solutions
- Keep pace with legislation to ensure IT activities are compliant in all aspects of applicable laws, codes and regulations
- Test, troubleshoot and adjust information systems to operate effectively and efficiently
- Implement security of the network, data and its storage and communication systems
- In conjunction with the Assistant Bursar, provide expert knowledge, experience and an innovative approach identify and make recommendations regarding future IT strategies and technology solutions for the College, ensuring they are continually appraised and updated to reflect the College’s strategic requirements
- Assess and procure the tendering and purchase process of new and replacement hardware, in line with the College’s identified strategic needs. Oversee the implementation of these and ensure future needs are anticipated
- Devise and establish IT policies and systems to support the implementation of strategies
- Manage IT budgeting and forecasting for the College to ensure the overall costs of technology are effectively determined and managed
- Ensure College IT suppliers are effectively procured and managed to deliver on time, on cost and in line with agreed service levels
- Liaise with a variety of stakeholders to ensure IT needs are met throughout the College community
- Provide expert knowledge and inspirational leadership, training and coaching to the Senior and Junior IT Technician’s
- Undertake any other duties which may reasonably be required

The above is not an exhaustive list of duties. The post-holder may be asked to take on different tasks as required, and all employees are expected to work collaboratively to support the overall work of the College.
Person specification

**Essential**

*Education and Experience*
- Proven experience of creating/designing, managing and maintaining IT servers, infrastructure and security for an organisation
- Sound knowledge and experience in analysis, implementation and evaluation of IT systems, specifications, networks and computer systems
- Experience of implementing new IT systems
- Experience of leading change within an organisation using technology
- Experience of budget and resource management

*Skills and Abilities*
- Strategic business focus: understands the commercial impact of recommendations and the longer term goals of the College
- Effective communication skills: builds rapport through two-way communication, using appropriate tools or methods to impart the message or information clearly and effectively, verbally or in writing
- Highly effective interpersonal skills: engages and maintains effective working relationships with others, internally and externally, building trust and support of key stakeholders
- Influencing skills: effectively facilitates discussions and meetings to influence key stakeholders towards achieving the College’s objectives
- Commitment: sets a positive example to others in accountability for standards of delivery and timescales
- Problem-solving skills: adopts creative and alternative solutions to issues and problems often where there is no clear precedent
- Analytical skills: sees trends and issues from a variety of perspectives
- Excellent organisational skills: tackles work in an organised manner and plans work, time and resources to achieve efficiency and effectiveness in the delivery of agreed outcomes
- Professionalism: adopts a professional approach at all times and initiates immediate and decisive action to resolve important issues in a professional fashion, acting in the best interests of the College
- Customer focus: seeks to understand the needs of a variety of stakeholders with varying

**Desirable**

*Education and Experience*
- Educated to degree level or equivalent
- Working knowledge and/or experience of the Higher Education and/or College environment desirable
- Working knowledge of delivering cloud-based services
- Experience and knowledge of CamSIS
- Previous proven line management experience

*Skills and Abilities*
levels of computing ability and knowledge and strives to exceed expectations
• Collaboration: adopts a collaborative approach at all times to provide a responsive and efficient service and support
• Flexibility: embraces change and encourages others to respond positively to change

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
The College has a legal responsibility to ensure that all its employees have the legal right to live and work in the UK. Any offer of employment will be subject to the College verifying that you are eligible to work in the UK before you start work.

If you are invited to interview, you will be asked to bring original documents from List A or List B (below) and a copy will be taken; alternatively, if you hold a 'digital immigration status', your Share Code will be required to access this status online.

- **List A**: Documents/statuses which denote an unrestricted and unlimited right to work in the UK
- **List B**: Documents/statuses which denote a temporary and/or restricted right to work in the UK

Application Process
To submit an application for this vacancy, please complete the job application form and include a covering letter outlining how you meet the job description and person specification.

You are also encouraged to complete the College’s Equality and Diversity Form. Hughes Hall values diversity and is committed to ensuring equality of opportunity. The College welcomes expressions of interest and applications from candidates from all communities and a diversity of backgrounds.

All documentation should be emailed to hr@hughes.cam.ac.uk.

The closing date for applications is Wednesday 08 June at midday. Interviews will be held at Hughes Hall, Cambridge shortly after this date.

Data Protection
Any information given will be processed for employment selection and statistical purposes. To understand how your personal data will be processed during the application process, please see the Data Protection Statement for Job Applicants.
For an informal discussion about the post, please contact the Assistant Bursar on assistant.bursar@hughes.cam.ac.uk. If you have any questions about the application process, please contact the HR Manager on hr@hughes.cam.ac.uk.