Head of IT

Candidate Information Pack

March 2022
About us

Magdalene College is one of 31 Colleges in the University of Cambridge and was re-founded by Thomas, Lord Audley in 1542. The College occupies a delightful riverside site and has an eclectic range of buildings dating from the fifteenth to the twenty-first centuries, including the Pepys Building, one of the more attractive in Cambridge. The College is home to a community of some 80 Fellows and 500 students, around 450 of which are housed in College-owned or College-managed accommodation. The College employs around 110 staff.

The College exists to provide and promote undergraduate and graduate education within the University of Cambridge, and also to provide and promote academic research. In support of these objectives, the College has various permanently endowed trust funds held for special purposes in connection with the development of College facilities, for scholarships and bursaries and for other educational purposes.

Further information is available from the College’s website http://www.magd.cam.ac.uk/

Role Summary

Reports to: The Senior Bursar

Purpose of Job: The College seeks to appoint a full-time IT professional to lead the College’s IT department, providing both broad and detailed technical and strategic leadership on IT matters within the College. The post holder will be responsible for the management, maintenance, security and development of the College’s IT infrastructure, systems, and applications ensuring it meets the College’s current and anticipated requirements. As well as making a significant technical contribution to the work of the department, the role is responsible for managing the support given by the IT team to users across the College and line managing staff within the department.

Department Information

The College IT department currently comprises: Head of IT, Technical Information Security Officer, IT Systems Administrator, Windows System Administrator (new post) and IT Technician.

The team is responsible for the effective running of all of the College’s IT Systems, network infrastructure and Audio-visual requirements. The College has Windows 10 desktop with Office 365 installed as well as a number of standard packages such as Dynamics accounts, Earnie payroll and Forum Room Booking software. There are a number of bespoke systems developed using MS Access to support the various departments with their specific requirements and web based systems developed using Wordpress. The team provide front line support to all staff, students, Fellows and guests.
Job Description
Main Duties and Responsibilities

IT Strategy and Planning
- To develop, plan and lead the College’s IT Strategy, liaising closely with College Officers and users to ensure reasonable requirements are being met.
- To develop appropriate policies for IT systems and infrastructure including the development and testing of disaster recovery plans.
- To manage the progression and development of IT systems and services throughout the College including evaluation of new technologies suitable to the College’s requirements.

Security and Stability of Systems
- To ensure the security, stability and usability of the College’s IT systems and services.
- To be responsible for the security of the IT systems by making sure procedures are in place to counter malicious activities and prevent unauthorised access to the network.
- To be responsible for cyber-security of the College, meeting the requirements of the insurer to maintain cyber-security cover. Liaison with the University Information Services team where necessary on cyber-security measures including periodic penetration testing.
- To be responsible for the performance of all relevant IT related systems and services (including networks), monitoring usage and resolving issues.
- To project manage the planning and implementation of any new and upgraded IT systems.
- To ensure appropriate maintenance routines are performed and oversee such system backups and restores ensuring they meet any insurer requirements.
- To be a point of contact of third party IT systems/contractors and software packages and to ensure all such installations or updates are adequately tested and documented.
- To liaise with the Data Protection Officer ensuring that systems and processes are GDPR compliant.
- To establish and maintain working relationships with the University Information Services, University IT
suppliers and providers and also, in particular, with other colleges via the Colleges’ IT Managers’ group (CITMG) to share best practice and keep up to date with new technologies and developments.

- To maintain an accurate inventory of IT resources/assets owned by the College.
- To liaise with and support the College Communications Officer and Website Editor in regard to website development, maintenance requirements and any issues that may arise. Familiarity with the administration of the Drupal Content Management System (CMS), the associated development languages, processes and requirements.

Support to users

- As Head of Department to manage the IT support to all users of the College’s systems, establishing appropriate service levels and delivery capabilities.
- To define and deliver IT projects, including upgrading of systems, developing the capability of the College in line with the requirements of users and best practices.
- To consult with representatives of users to determine whether their IT service requirements are being met (e.g. functional suitability, usability and availability)
- To facilitate home working for certain College staff
- To develop and support AV provision for the College’s internal and external activities.

Leadership and Management

- To provide leadership and support to IT Staff, formulating and maintaining job descriptions, identifying and promoting potential professional development and training opportunities.
- To conduct an annual appraisal of IT Department staff.
- To supervise and support the IT staff in the provision of support, advice and training for students, staff, Fellows, conference users and other guests
- To undertake day to day co-ordination of the staff within the IT Department, ensuring that an adequate level of cover is provided during team holidays and absences.
- To participate in the IT Committee, including participating in Committee meetings and preparing papers or updates for the Committee as required.

Financial Management

- To agree an annual IT budget.
- To oversee the procurement of all IT related hardware and systems related software.
- To ensuring that the IT budgets, assets and licencing are managed effectively and responsibly in line with the College Financial Regulations.

Committee and Representative Bodies

- IT Committee (member).
- College Health & Safety Committee (attendance).
- Heads of Departments meeting (internal management).

Key Contacts

Internal

- IT department staff
- College Officers, in particular Senior and Assistant Bursars, Development Director, President, Master and Senior Tutor
- Members of the Fellowship
- Heads of department
- Students, in particular Student presidents
- Staff users of systems

External

- University Information Services
- College’s IT networks/managers

The above is not an exhaustive list and other requirements may emerge as necessitated by changing roles
within the College and its overall objectives

**Person Specification**
Without being too prescriptive, it is expected that the successful candidate will have broad range of relevant sector experience, skills and knowledge to carry out the role successfully.

| Education/Qualifications | • Management/professional or IT qualification  
| | • Educated to degree level, preferably computer/IT related (desirable) |
| Experience | • Up to date knowledge of Windows and evidence of training  
| | • Extensive experience of Information Systems and IT Infrastructure management and security  
| | • Experience of managing a team at a senior level  
| | • Experience of project management  
| | • Experience in supporting a variety of users/groups  
| | • Experience of developing, implementing and reviewing an IT strategy and software policies  
| | • Significant experience with Microsoft client/server & application technologies (Office/Windows/Exchange/SQL, Server/SharePoint) including system administration  
| | • Broad experience of other hardware, OS & application software (Linux, Apple)  
| | • Experience of delivering IT training to staff (desirable) |
| Skills/Ability/Knowledge | • LAN issues and evidence of offering effective solutions.  
| | • Firewalls and virus scanners  
| | • Network security and connections  
| | • Network storage and back up  
| | • Virus and related risk assessment  
| | • Management of obsolete hardware  
| | • IT procurement  
| | • GDPR |
| Personal Qualities/Attributes | • Ability to think/plan strategically  
| | • Ability to discuss IT in a clear and simple way to non-technical staff.  
| | • Proven leadership and management skills  
| | • High level of interpersonal skills so to develop effective working relationships within and outside the organisation  
| | • Capable communicator, both verbally and in writing  
| | • Highly numerate and is able to analyse information and to present key findings in written and graphical form  
| | • Independent working style and is able to generate own ideas to solve problems, taking into account the needs of users and the College’s requirements  
| | • Must be able to work under pressure with a range of competing deadlines and ability to prioritise workloads  
| | • Well organised and is capable at forward planning  
| | • High degree of political awareness at different levels in the organisation  
| | • Responsive to change and adaptable  
| | • Innovative and a forward-thinking approach. |
Remuneration and Benefits

Remuneration
The salary is in excess of £50,000 and is highly competitive.

Ongoing Professional Development
Magdalene College is supportive of ongoing professional development. It is a priority for all team members to value and enjoy keeping up to date with industry developments and examples of excellence.

Hours of Work
37.5 hours per week, or as required for a senior management position. There may be a need to attend College out of hours in case of an emergency.

Holidays
The College offers full time members of staff 33 days leave a year, including bank holidays.

Pension
The post holder will join the College’s auto enrolment pension scheme with generous additional contribution options on completion of probationary period.

College Facilities for Staff
Staff are able to use the College gym which consists of a weights gym and a room with cardio equipment. The College also has a squash court and Eton Fives court, these can be booked through the Porters Lodge. Basketball, tennis and volleyball courts along with football astro pitches can be booked through St John’s College.

Magdalene is registered with Cyclescheme, a tax-efficient scheme for buying a new bicycle.

During the summer staff may use the College punts for up to two hours. These should be booked through the Porters Lodge.

The College has a social committee who run events for staff, including the annual day trip which is open for all staff to attend.

Meals
All staff working a shift of a minimum of 4 hours per day are eligible to take a free lunch. This includes permanent staff and those on a fixed term contract. The value of the meal is up to £5.90 per day.

Family Friendly policies
The College offers enhanced maternity, paternity and adoption pay as well as generous sick pay for those who have more than six months service. This is in addition to the flexible working policy. More details on all of these are in the staff handbook.

Staff are eligible to use the Tax Free Childcare scheme recently introduced by the government to replace Childcare Vouchers.

Probationary Period/Notice
How to Apply
Please download and complete both parts of the application form from https://www.magd.cam.ac.uk/about/vacancies/non-academic.

Send your completed application by email to the HR Manager, Hannah Millward, at hr@magd.cam.ac.uk.

The College postal address is: HR, Magdalene College, Magdalene Street, Cambridge CB3 0AG

Enquiries
Further enquiries about your application may be made by email to the HR Manager, Hannah Millward

Closing Date
9am Tuesday 19 April 2022

Interviews
TBC