CHURCHILL COLLEGE
CAMBRIDGE CB3 0DS
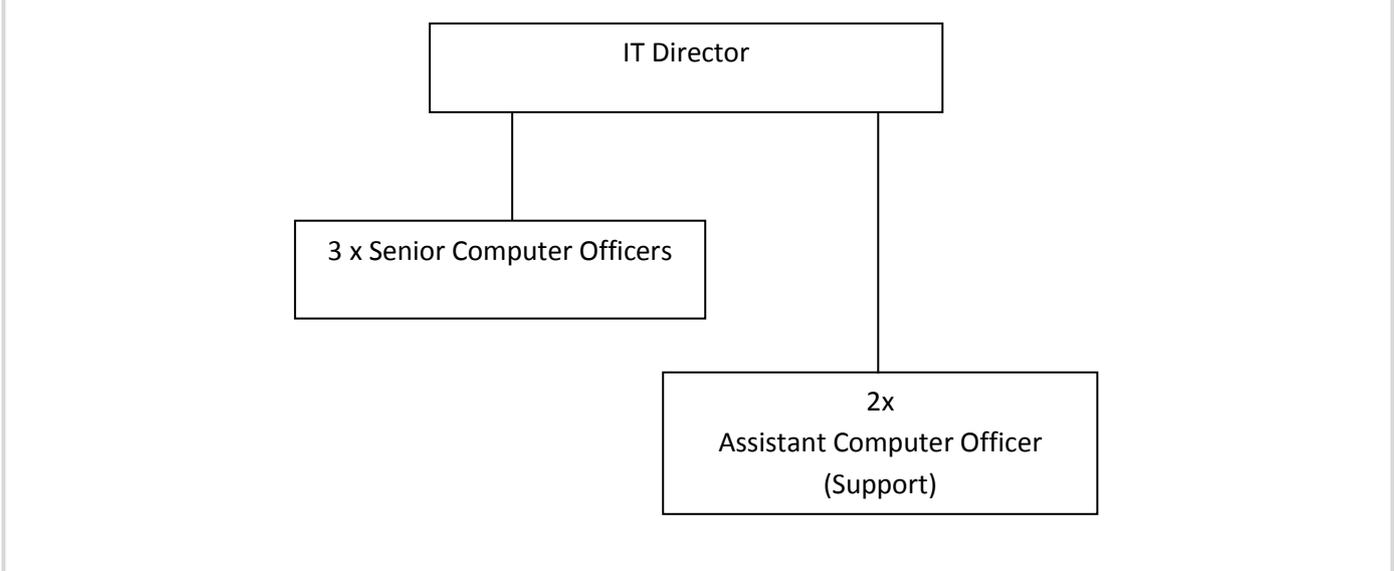
Job title	Senior Computer Officer / IT Infrastructure Engineer
Reports to (Position Title)	IT Director

Role purpose

The Senior Computer Officer, reporting to the IT Director, provides authoritative technical expertise and input to the setting of policies and to the strategic decisions in regards to IT provision. Responsible for the management and maintenance of IT infrastructure which will deliver a robust, secure and efficient IT operation to the College across multiple locations.

The Senior Computer Officer will manage, maintain and support the virtual and physical infrastructure services, applications ensuring they are secure, resilient, meeting demand and deliver on service requirements within agreed service levels. They will be responsible for major incident, problem management, diagnosing, resolving and recovering from loss of service to maintain department service uptime targets while adhering to change planning, evaluating risk, peer reviewing procedures. The post holder will be expected to ensure the delivery and continual improvement of services which are key to strategic objectives and which in turn support the strategic aims of the College.

Department Structure

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              IT Director
              /         \
3 x Senior Computer      \
Officers                  \
                    2x
                    Assistant Computer Officer
                    (Support)
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	Required
Supervisory - Allocate tasks, check the quality/ quantity of the work and provide informal feedback on the standard of the work. Introduce team members to new processes and procedures.	☒

How many people does the role supervise?	Staff	Contractors	Others

		3	Yes – where used	0

Line management – To undertake staff and performance management review processes identifying training needs for the services they are responsible for.	☐
	Staff
How many people does the role manage?	0

Resources managed
e.g. budgets, annual spend value, equipment, buildings (please list the overall value and/or purpose of resources managed)

- Service budget responsibility to make purchases up to £500

Main duties and responsibilities
Describe the key areas of work need to be undertaken by the role holder in order to meet the purpose of the role as stated above. It is anticipated that no duty should exceed 3 or 4 lines

Infrastructure Management
- Takes ownership of and is responsible for the delivery of assigned infrastructure systems and network services to provide agreed service levels.
- Responsible for creating, improving, and supporting quality with optimal utilisation of components, ensuring data security, continuity, capacity, availability and integrity of service.
- Drafts service design and technical specification standards, procedures and support guideline documentation.

Application Management.
- Advises on application requirements regarding security, licensing, upgrades, backups, and disaster recovery needs.
- Evaluates new software updates and ensures functionality is tailored to facilitate the achievement of service objectives.
- Ensures that operational documentation is fit for purpose and current, and advises on the correct and effective use of application.

Incident Management
- Prioritises and diagnoses incidents according to agreed procedures. Investigates and documents cause of incident and seeks resolution within agreed service level objectives.

Request Management
- Ensures that all requests for new or changes with IT service offerings are dealt with according to set standards and procedures and within agreed service level objectives.

Problem Management
- Monitors service activity investigating and resolving identified problems by determining root cause and providing recommended remedies and preventative measures.

Change Management
- Evaluates risks to the integrity of the service environment with proposed implementations including planning, schedule and remediation within procedures governing change management.

Project Management
- Provides technical leadership and defines scope of project related activities estimating time, component cost and resource requirements.
- Ensures delivery to time and budget, co-ordinating resources within the Computing team and externally where necessary. Acts as member of inter-departmental project teams / change groups as required.

Security Administration
- Monitors service compliance ensuring that security records are accurate and that security breaches are promptly and thoroughly investigated and that security incident procedures are followed.

IT Service Management.
- Promotes and ensures use of appropriate techniques, methodologies and tools.
- Monitors the market sector as to ensure knowledge and understanding of currently emerging technologies.

Supervision and Training
- Co-ordinates the activities of other Computing team members relating to role holder's assigned IT services.
- Provides technical training and on the job coaching to members of the Computing Department on areas of role holder's technical expertise.
- Provides training to staff from other departments on the use of in-house systems as and when required.
- Responsible for the development of own skills required to maintain and support the IT Portfolio.

Other
- Collaborates with University Information Services as required
- Liaises with other colleges to share best practice and collaborate on specific projects.
- Undertakes other duties appropriate to the role and responsibilities assigned by the IT Director that may be required from time to time.

Working Conditions
Which statement best describes the environment in which the role will primarily be based?

Office based, but will also be expected to visit sites/ locations which present a risk to the individuals safety. Follows documented processes to reduce risks to self or others.

Physical Requirements
Which statement best describes the physical demands of the role?

There may be short periods of physically strenuous activity when working across site with networking components or server room equipment and hardware

Sensory Requirements
Which statement best describes the sensory demands of the role?

On occasion a higher level of concentration may be required when performing complex tasks.

This role profile outlines the duties required at the current time to indicate the level of responsibility. It is not intended to be a comprehensive or exhaustive list and may be varied by the College management to include other reasonable requests which are up to the same skill level, and of the same type, already undertaken and which do not change the general character of the job or the overall level of responsibility.

Person Specification

Criteria	Description	Essential or Desirable
Skills and Experience	Experience and exposure of installing, managing and maintaining IT infrastructure technologies; • Microsoft Server • Microsoft Hyper V • Microsoft Exchange • Microsoft Office 365 • Microsoft SQL • Microsoft Remote Desktop • Server and Storage Hardware • Network Routing and Switches	E
	Experience of working within an IT Service Management (ITSM) environment, employing incident, request, change and problem management.	D
	Experience of project planning the procurement, design and implementation of IT infrastructure systems and network services.	D
	Experience of the creation or contribution to policies, procedures and guidance, and meeting service availability targets.	D
	Experience of working in a third line support role, including diagnosing and fixing complex IT infrastructure hardware and software components.	D
	Experience of delivering secure IT services, protecting the confidentiality, integrity of data, ideally adhering to ISO 27001 or Cyber Essentials Plus standards.	D
	Automating administration tasks in Windows Server and Exchange using PowerShell.	D
	Communicating complex and/or technical information clearly (in writing and in person) to those without domain expertise.	D

Personal Qualities	Excellent interpersonal skills with peers and key stakeholders	E
	Self-motivated and able to work on own initiative	E
	Demonstrates self-improvement and development	E
	Demonstrates learning of new technology and methods	E
	Excellent customer service skills with both student and staff	E
	Good written skills sufficient to produce all types documentation	E
	Good communication and presentation skills	E
	Able to work collaboratively within the wider IT department	E
Qualifications	MCSA or CCNA Certified (or to be completed within 12 months of starting in position)	E
	MCSE or CCNP Certified (or to be completed within 24 months of starting in position)	E
	ITIL Foundation Certified (or to be completed within 12 months of starting in position)	D
Additional requirements	Some evening or weekend work may be required to provide scheduled maintenance changes and support the resolution of incidents	E

The College expects that you will:

- Treat all members of the College and the Collegiate University community (including all staff, partners, students and visitors) with respect, courtesy and consideration at all times.
- Behave professionally to, and expect professional behaviour from others in the community (including all staff, partners, students and visitors).
- Take care of their own health and safety, not compromise the health and safety of others, and comply with College and departmental safety requirements.

General Background

Churchill College is one of the thirty-one Colleges of the University of Cambridge and was founded in 1958 as the national memorial to Sir Winston Churchill. The Colleges provide a key proportion of student teaching: small group tutorials, known as supervisions, and residential, social and welfare facilities. Every student at Cambridge University must be a member of a College.

The College includes the Churchill Archives Centre which conserves and houses the major Churchill collection, the Thatcher papers and over 500 other important 20th century collections of papers. The College also owns the Møller Institute, situated on the main College site, which offers training and conference facilities and accommodation throughout the year in a purpose-built building provided by the Danish entrepreneur, A P Møller, in 1991.

The College has about 160 non-academic staff, 170 Fellows and around 60 By-Fellows, 220 postgraduates working for a higher degree or diploma, and 410 undergraduates working for a first degree. Out of term the College provides accommodation and other facilities for residential and non-residential conferences.

The Computing Department is responsible for the provision of all computer services both academic and administrative within the College. This includes management of the College website, purchasing and maintaining workstations and servers, and the installation and maintenance of all network equipment. Its responsibility extends to technical management of CCTV and door locking systems, and the provision and maintenance of bespoke software for various College organisational and administrative tasks.

Terms and Conditions of Employment

Location
Churchill College, University of Cambridge, Storey's Way, Cambridge, CB3 0DS

Hours
The position is full-time (37.5 hours per week,) working Monday to Friday. Some evening or weekend work will be required on occasion to provide scheduled maintenance changes and support the resolution of incidents.

Salary
£32,487 - £50,615 per annum (Dependent on experience and certifications)

Churchill College operates a role evaluation system and all posts are assigned a grade, within an incremental pay-scale made up of annual increments at the bottom of the scale and discretionary increments (accessed through excellence performance) at the top of the scale. Please note that the salary range quoted above is the full scale for the grade inclusive of a market pay supplement. While appointments will normally be made at minimum of scale, if appropriate, appointments may be made at a higher point within the scale, as commensurate with experience.

The College provides free parking, social and sporting facilities, a pension scheme, five weeks' paid holiday per annum and flexible working hours as well as a range of other benefits.

The College is an equal opportunities employer.

Length of appointment

The College has a vacancy for one permanent post.

Probationary Period
The College operates a standard ten month probationary period for non-academic roles.

Annual Leave
Full time employees are entitled to 25.5 days paid leave plus public holidays.

Benefits

Company Pension Scheme.

The College operates a generous Group Pension Scheme (currently provided by Aviva). After 6 months' service the College will make employer contributions of up to a maximum of 14% of salary. (Employees are covered by an auto-enrolment scheme for first six months of employment).

Healthcare Cash Plan

The College offers a healthcare cash plan to employees after 6 months' service. Membership of the plan allows you to claim back money on the cost of everyday healthcare, such as dental treatment, eye tests, physiotherapy, consultations etc. The cost of basic level membership is met in full by the College.

Other benefits

- On site catering facilities with free daily meal
- Free use of onsite sports facilities: gym, squash courts and tennis courts.
- Salary sacrifice schemes providing cost effective purchase of tech equipment (personal computers, mobile phones etc.) and bicycles.
- Access to some other discounts and benefits through the College's relationship to the University. Further details are available on the Cambridge University website https://www.hr.admin.cam.ac.uk/pay-benefits/cambens-employee-benefits/shopping-discounts (NB some discounts listed here do not apply to College employees.)