Job title: IT Director

Reports to: Bursar

Role purpose

To manage the College’s IT Department, provide broad technical leadership on any technical solutions for IT matters within the College, provide strategic advice to the College on future IT needs and required resources and lead the delivery of appropriate IT support to all members of the College community.

Staff management responsibility

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?

<table>
<thead>
<tr>
<th>Staff</th>
<th>Contractors</th>
<th>Others</th>
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Line management – Undertake formal staff review and development processes, manage staff welfare issues, identify training and development needs of an individual or team, undertake formal performance management for individuals as required.

How many people does the role manage?

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<tr>
<th>Staff</th>
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<td>5</td>
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Resources managed

All servers, network equipment and other IT equipment on site – approximate off-the-shelf value is £1.7m including some items paid for by the Møller Centre but operated by the Computer Department, such as their building cabling and some servers etc. Annual IT budget of c£230k.
## Main duties and responsibilities

### 1 Strategy (30%)

To develop, plan and lead the College’s IT Strategy liaising closely with all users to ensure reasonable requirements are being met:

- To understand the College’s IT requirements and, working with the Department, propose solutions to ensure that the College’s systems are maintained and developed in line with best practice.
- To translate organisational priorities set by the College into priorities for the IT Department.
- To define IT service and technical strategy (including target architecture and resiliency), ensuring this makes appropriate use of University Information Services (UIS) and other outsourcing options.
- To keep the College well informed on IT matters, including fostering close relationships with Staff, Fellows, Student representatives, and the College IT Committee.
- To maintain close liaison with the UIS to ensure mutual understanding of needs and strategy, informing investment priorities and service specifications.
- To regularly attend College committees to report as appropriate on the activities and strategy of the IT Department.
- To work with the Data Manager and other departments to ensure the College maintains information and systems security and complies with Data Protection legislation, providing technical solutions, advice and leadership on Information Management and Information Security.
- To oversee the creation of, follow and revise IT Department policies and procedures (e.g. database naming conventions).

### 2 Project Management (25%)

Responsible for the oversight of IT projects, accountable through the Bursar to the IT Committee for delivery of projects to time and budget:

- Lead on the evaluation of strategic IT issues including options appraisals and feasibility analysis of proposed projects, collaborating with stakeholders and partners as required to define and deliver.
- Undertake project planning, with the support of the Project Co-Ordinator and wider team to produce comprehensive and robust project plans.
- Manage and direct the work of internal and any external project teams, where necessary, holding regular project meetings as needed.
- Report project progress against key milestones to the IT Committee and produce recommendations for mitigation where timescales or budgets are not being met.

### 3 Systems and Services (25%)

To act as the service owner as required:

- To be responsible for the performance of all relevant IT related systems and services (including networks), monitoring usage and resolving issues.
- To establish and maintain working relationships with University IT suppliers, providers and collaborators inside and outside the University. In particular with other colleges via the cross college IT managers group (CITMG) and with the University Information Service to share best practice and keep up to date with new technology and developments within the collegiate University.
- To consult with representatives of users to determine whether their IT service requirements are being met (e.g. functional suitability, usability and availability) and through establishing strong links with IT users anticipate future need and plan and implement new services and systems.
- To ensure appropriate internal procedures and maintenance tasks are carried out by the department, such as data recovery, infrastructure security testing and documenting of systems.
To manage the IT Department maximising efficiency and effectiveness in IT delivery:

- To ensure that the IT Department has the skills needed to support the College’s IT Infrastructure and deliver IT based projects.
- To procure and manage services from external providers.
- To oversee the operation of all maintenance and support contracts, ensuring they are effective and represent value for money.
- To recruit and manage the IT staff of the College, develop and monitor their performance, carry out appraisals and undertake necessary personnel administration.
- To manage the deployment of College IT resources, both technical and personnel, assigning duties to IT department staff as required.
- To propose, manage and account for the IT Department operating and capital budgets.
- To drive and be accountable for cost and resource efficiencies.
- To oversee the provision of training, assistance, and guidance to colleagues within the department and other College members as required.
- Establish appropriate service levels for different areas of the College’s activity and ensure that they can be delivered.

- Any other duties as required by the Bursar.

Working Conditions

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

Requires normal physical effort associated with an office environment (or equivalent)

Sensory Requirements

Uses normal office equipment and/ or standard tools

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

## Key Skills and Experience

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<th>Criteria</th>
<th>Description</th>
<th>Essential or Desirable</th>
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<tr>
<td><strong>Experience</strong></td>
<td>Previous experience in an IT management role. Experience of co-ordinating the management of a range of complex projects. Experience of managing a team</td>
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## Skills

- **Management**
  - Project Management
  - Leadership and People Management
  - Budget Management
  - Autonomous problem solving
  - Appreciation of the basic points of FOIA and DPA legislation
  - Ability to work to deadlines and prioritise workloads independently
  - Ability to work on own initiative
  - Ability to remain calm under intense pressure
  - Excellent written and verbal communication skills
  - ITIL methodology

- **Interpersonal and Communication**
  - Ability to explain technical concepts to non-specialists
  - Ability to present strategic IT choices to non-technical management
  - Ability to manage competing priorities and manage user expectations
  - Ability to cope with unexpected crises and communicate progress

- **Technical**
  - A demonstrable ability to quickly absorb new technical concepts
  - A basic understanding of:
    - Management of Windows Desktops in an Active Directory environment.
    - Institutional networking both wired and wireless.
    - VOIP telephony provision
    - Windows Server based applications
    - Windows server roles and features
    - Microsoft and other cloud based service offerings
    - Databases (MY-SQL or MS-SQL)
    - An understanding of, and a commitment to, the correct handling of data and information

## Qualifications

List the key qualifications that an individual would need to be able to do the role. Be careful not to overstate the level required.

- An honours degree in a subject cognate to Information Technology or an equivalent level of qualification
**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 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 IT department ensures that services are available to meet the needs of diverse user groups including staff, Fellows, commercial conference clients and students. (NB student services are primarily provided by the University, as distinct from the College.) The department is currently in the process of delivering a large-scale transformation from its current RDS-based IT infrastructure to a newer, more modern, one. This transformation programme is comprised of all areas of IT – from networking through to application upgrades – and will be utilising cloud-based components, in particular Microsoft offerings, where appropriate.

For details of the areas of technical responsibility overseen by the IT Director please see Appendix 1.

**Terms and Conditions of Employment**

The salary range for this post is £49,141 to £64,119 per annum.

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 in performance) at the top of the scale. Please note that the salary range quoted above is the full scale for the grade. 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.
In addition, the College provides free parking, social and sporting facilities, a generous pension scheme, five weeks’ paid holiday per annum and flexible working hours as well as a range of other benefits.

This is a permanent position with a standard ten month probationary period.

The College is an equal opportunities employer.
Appendix 1 – Areas of Technical Responsibility

To give a feel for the hardware and software the College IT Department maintains, the following is a list of some of the main technical responsibilities. These include all the facilities in use throughout the College as well as the staff-facing facilities in use throughout the Møller Institute; some systems are shared whilst many have separate implementations for the two organisations.

Design, implementation, management, maintenance and upgrade of approximately 200 directly-managed workstations, 35 physical servers and 25 virtual servers, 90 network switches, 250 wireless access points (these being managed in collaboration with the UIS), assorted laptops, tablets and mobile phones, plus personal equipment owned by approx. 1000 end-users.

- Remote Desktop servers:
  - A set of 6 servers running Windows Server (currently 2008R2) running Remote Desktop Services for approximately 170 people, including maintenance of installed end-user software.
- Microsoft Exchange server (on-premises).
- Several MS SQL Servers, as well as other DBs (MySQL, PostgreSQL)
- Virtual Machine hosts (HyperV and Citrix XenServer)
- Support of specialist software and hardware, for example
  - Kx (Kinetic Solutions)
  - The Raiser's Edge (Blackbaud)
  - Salto Space (SALTO systems)
  - Liberty Library Management / DTech RFID pads for the library
  - Accounting / finance software (SunSystems Vision, Sage, EarnieIQ)
  - Catering software (Haven EPOS, Monika, TCP/GPoS)
  - Trend 963 BMS
  - Photocopiers, including management of embedded software
  - Archives Centre online catalogue plus assorted databases
- Various support servers for these, including file servers for individual, shared and archive material, Domain Controllers (Read/Write and Read-Only), Remote Desktop Gateways, Photocopier and printer management (Papercut), various licensing servers, MDT, WDS and network boot systems, WSUS, DNS/DHCP servers etc.
- License management for all software and asset management for hardware (Express Software Manager)
- Many inter-relating custom software packages, including the College's Members System (for record management), clocking-in and time management systems, a comprehensive network management system etc.
• A variety of interface libraries and modifications to off-the-shelf software.

• Site-wide CCTV infrastructure, including cameras, server software and client software (Milestone).

• Wide-ranging network services including:
  - 3Com and HPE switches, copper and fibre links, all in a highly resilient configuration managed by MSTP.
  - Extensive use of VLANs
  - In-house-designed IPv4/IPv6 Linux routers/firewalls.
  - BGP routing to the CUDN and onwards to the internet
  - Providing connectivity for VoIP phones to the University Telephone system.
  - Provision of network services to remote sites (mostly student hostels)

• Backup and monitoring
  - Automated backups of approximately 60 TB of data (ArcServe)
  - Active monitoring of virtually all facilities

• Web servers (Linux - Apache, and Windows - IIS and Tomcat) including a variety of booking systems and other online systems

• Miscellaneous other equipment – fibre-channel disk arrays (mainly Dell) and NAS boxes, KVM equipment, tape libraries, uninterruptible power supplies etc.