**Job title**  
IT Director

**Reports to**  
(Position Title)  
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.

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  **How many people does the role supervise?**

  - Staff
  - Contractors
  - Others

- **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.

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  **How many people does the role manage?**

  - Staff
  - 6
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 propose solutions.
- 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.

2 **Project Management (25%)**

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 develop and maintain IT project processes, and ensure adherence to them.
- To work with stakeholders, ensuring their agreed requirements are met and progress is communicated regularly and clearly.
- To deliver systems that are adequately tested and documented.

3 **Systems and Services (25%)**

To manage IT based systems and services 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 maintenance programmes are carried out and to oversee regular “housekeeping” tasks such as system backups and restores.
- To exploit as fully as possible the facilities and features of the College’s IT systems. This may include improving user interfaces and training.
- To ensure overall IT infrastructure security is tested and maintained.
• To oversee the creation and maintenance of up-to-date documentation of appropriate tasks and infrastructure (e.g. regular tasks and system change control).
• To develop and test disaster recovery plans for IT systems and infrastructure.

4 Departmental Management and Delivery (15%)

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 oversee the procurement 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 co-ordinate, 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.

5 Other (5%)

• To act as Secretary to the College’s IT Committee, prepare and circulate the agenda, minutes and any supporting documents and ensure that follow up actions are taken.
• 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 individual’s 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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<td><strong>Experience</strong></td>
<td>Previous experience managing a large and complex IT environment.</td>
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<td>Experience of co-ordinating the management of a range of complex projects.</td>
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<td>Experience of managing teams</td>
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<td>Experience of administering complex technical systems</td>
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<td><strong>Skills</strong></td>
<td><em>Management</em></td>
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<td></td>
<td>Project Management</td>
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<td></td>
<td>Leadership and People Management</td>
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<td>Budget Management</td>
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<td>Autonomous problem solving</td>
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<td>Appreciation of the basic points of FOIA and DPA legislation</td>
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<td>Ability to work to deadlines and prioritise workloads independently</td>
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<td>Ability to work on own initiative and flexibly</td>
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<td>Ability to remain calm under intense pressure</td>
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<td>Excellent written and verbal communication skills</td>
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<td><em>Interpersonal and Communication</em></td>
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<td>Ability to explain technical concepts to non-specialists</td>
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<td>Ability to present strategic IT choices to non-technical management</td>
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<td>Ability to manage competing priorities and manage user expectations</td>
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<td>Ability to cope with unexpected crises and communicate progress</td>
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<td><em>Technical</em></td>
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<td>A demonstrable ability quickly to absorb new technical concepts</td>
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<td>Good understanding of the concepts of:</td>
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<td></td>
<td>• Management of Windows Desktops and Servers in an Active Directory environment.</td>
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<td>• Institutional networking both wired and wireless.</td>
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<td>• VoIP telephony provision, CCTV and electronic site security systems</td>
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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.

**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 numerate and preferably cognate subject or an equivalent level of qualification or experience.

**Additional requirements**
List any additional requirements that may be relevant to the role (on-call, weekend working etc.)

- Occasional out of hours and weekend working may be required when supporting the team working on systems which are depended on by many people.
**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.

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

**Terms and Conditions of Employment**

The full time equivalent salary range for this post is **£47,942 to £62,555 per annum.** The successful candidate will be appointed to a point in the scale commensurate with experience and salary will be pro-rated. It is anticipated the post will be circa 0.8 FTE with the precise hours and working pattern to be agreed. Annual increments to maximum of scale are awarded subject to satisfactory performance and cost of living awards are negotiated in October annually.

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.