



Job title	Head of IT (12 months' Maternity Cover)
Responsible to:	Bursar
Place of work	All Sidney Sussex College owned property/sites in and around Cambridge
Salary Range:	Point 53-59 on the University single pay spine.
Hours:	Full time, 37.5 hours per week
Holidays:	25 days annual leave plus 8 public holidays
Pension scheme:	The College offers membership of a contributory pension scheme provided by the Universities Superannuation Scheme (USS). Subject to age and earnings level, you will be auto enrolled into this scheme and you retain the right to opt out.

Job Summary

The post holder is responsible for managing the College's IT Team, currently 4-5 staff. They will work with the Bursar and Fellow IT Officer to deliver the IT services required by the College and to ensure an efficient, secure IT service is provided to all at the College. They will manage the IT budget of up to £500k. They are responsible for the managing IT risk, the long-term IT strategy, IT security and emergency IT response.

Key responsibilities**Team Leadership and Management**

- Lead, motivate and enthuse the team. Lead the team in actively listening to users' concerns and helping to address these.
- Lead the management of the IT Team by recruiting, training employees, setting the direction of the team, communicating job expectations, and appraising their performance.
- Work with the Technical Web Officer to manage the College's website and intranet.
- Lead the delivery of an efficient and well-run IT helpdesk.
- Support the Deputy Head of IT in planning, implementing, and maintaining the College's telecommunications, AV and network infrastructure and security.
- Work with the Data Protection Lead, to ensure IT systems comply with General Data Protection Regulation (GDPR.)
- Represent the Computer Office in College committees and external meetings, such as the CITMG (College IT Managers Group.)

Infrastructure support and planning

- Lead the development of longer-term IT strategy, and then lead the delivery of it.
- Lead the planning and maintenance of the College IT infrastructure. Plan, organize, control, upgrade and evaluate core server, cloud, and storage infrastructure for the college.
- Lead the development of existing and new IT systems. Design, develop, implement, and maintain new solutions, systems and architecture rollouts.
- Overall responsibility for monitoring systems, identifying problematic areas, researching, and resolving level 3 server issues.
- Audit systems to preserve IT assets, information security and control.

Management, administration and documentation

- Lead the setting of the priorities for the department.
- Lead the development of a long-term strategy for IT spending.
- Manage the annual IT budget and ensure any significant budget variances are raised with the Bursar in a timely manner.
- Identify new projects and identify any need for change. Raise such projects with the IT Committee and ensure that these are planned and managed effectively, on time and to budget.
- Manage the IT risk register and develop strategies to minimise areas of high risk.
- Lead the team in maintaining technical documentation and supporting instructions for the college's IT systems.
- Maintain the IT asset register.
- Set user expectations for a good IT experience.

Security and Disaster Recovery

- Act as cyber incident response lead. Lead on emergency IT response for any cyber incident. Ensure any critical incidents are raised to the appropriate response team as soon as possible.
- Lead the team to develop and keep up to date the College's Cyber Incident Response plan, Disaster Recovery Plan and Disaster Recovery runbooks.
- Ensure security of college systems by monitoring, reporting, and responding to alerts or issues in a timely manner.
- Lead on developing disaster recovery strategy. Manage disaster recovery, business continuity and back-up procedures.
- Ensure that annual penetration and vulnerability assessments are carried out and all resulting recommendations are acted upon, or risks mitigated.

Compliance

- Design and develop and monitor compliance with IT policies and procedures.
- Act in alignment with UK legislation, University and College policy that supports user needs and system functionality.

Technical Expertise

- Keep up to date with rapid developments in IT and the services provided.
- Develop and maintain expertise and skills across supported services, through making use of knowledge resources and undertaking training.

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.

General responsibilities

- To take part in the College's appraisal scheme and to undertake training as required
- To be responsible for your own health and safety in the workplace
- To fully comply with all the College's policies including equality of opportunity and data protection
- To undertake any other reasonable request or duties commensurate with your post

PERSON SPECIFICATION:

	<i>Likely to include:</i>	<i>Desirable:</i>
Qualifications, and background	<ul style="list-style-type: none"> • BSc in Computer Science, IT or equivalent qualification/ experience 	<ul style="list-style-type: none"> • Member of ACM or similar organisation
Experience	<ul style="list-style-type: none"> • Proven experience in a managerial role • Knowledge of technical management and analysis of hardware/ software systems. • Expertise in IT governance and policy 	<ul style="list-style-type: none"> • Experience of University or College IT infrastructure • Experience from mix of commercial and higher education environments
Specific knowledge/skills	<ul style="list-style-type: none"> • Project and budget management • Capable of managing and inspiring a diverse team • Knowledge of IT infrastructure services, IT operations and IT service management • Experience in delivering excellent IT Support • Confidence in decision making • Ability to communicate with all levels of technical ability 	<ul style="list-style-type: none"> • Mobile device management (MDM) • Desktop Operating Systems: Microsoft Windows, Mac OS X • Server Operating Systems: Microsoft Server, Linux • Tablets and phones: Apple iOS, Android • Active directory, DNS and Group Policy • Azure, Office 365, SharePoint, Exchange • Virtualisation Infrastructure: Hyper-V, VEEAM • Networking Infrastructure: IPv4, IPv6, DHCP, switching, routing, firewalls, VLAN, wireless

Personal attributes	<ul style="list-style-type: none">• Practical hands-on attitude• Ability to use initiative• Ability to adapt to change and learn new techniques• Ability to work alone and as part of a team• Ability to learn and acquire knowledge of new technologies as they develop and keep up to date in all relevant areas• Excellent problem analysis and solving skills• Clear, logical thinking• Ability to prioritise workloads and meet deadlines	
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Sidney Sussex College is an equal opportunities employer. Updated September 2024