Senior IT Officer & Data Administrator
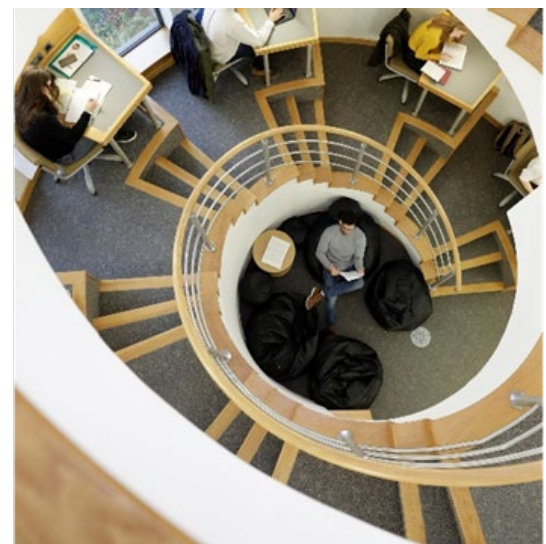## Fitzwilliam College

Salary: **Band 5 is £38,000 - £42,000** + excellent benefits Hours: 36.5 hours per week
Contract Type: Full-time and Permanent
Closes: **10am on Monday 11 March 2024**
Interviews: Thursday 14 March 2024

Fitzwilliam is a modern, open-minded, inclusive academic community with a unique history. It is one of 31 colleges in the University of Cambridge. The College's identity is built upon our founding ethos to offer opportunity to those left outside of the traditional structures of the Collegiate Cambridge system. Access to education is in our DNA. We remain passionately proud and committed to this founding purpose. Coupled with this is the College's commitment to providing an environment for academic excellence to flourish so that our wider impact is felt in the life-changing higher education and ground-breaking research that happens at 'Fitz'.

Fitzwilliam has around 1,000 members including 485 Undergraduates, 340 Postgraduates (full time), 121 Postgraduate (part time), 63 Fellows, 57 Bye-Fellows and 105 staff members. The College has a strong representation across all of the major academic disciplines and a good balance between arts and sciences and occupies a seven-acre site between Huntingdon Road and Storey's Way. The site comprises new buildings built between the 1960s and 2000s, incorporating the regency house 'The Grove' and extensive landscaped gardens. The College site is within 10 minutes cycle ride of all the major faculties and departments.

Our values
Fitzwilliam's core values have not changed since our creation, these are:
- Community is our foundation, embracing and welcoming diversity in all aspects;
- Supporting excellence, creating a unique space for the sharing of ideas; and
- Concern with our purpose, setting an example to the broader community.

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JOB DESCRIPTION

Responsible to: IT Manager

Hours: Your working week is 36.5 hours. However the ability and willingness to adopt a flexible approach to working hours is expected. You may occasionally be required to work hours outside the normal working week or additional hours during busy times. Extra time worked is compensated by time off in lieu at single time to be taken in quieter periods. (7.5 hours Monday to Thursday and 6.5 hours on Friday.

Tenure: This post is offered on a Permanent basis

Holidays: 25 days annual leave, plus Bank Holidays (pro rata for part-time working)

Pension scheme: Defined contribution pension scheme with life assurance (maximum employer contribution of 9%)

Other benefits: Discretionary bonus payment of £500 in November 2024
Additional holiday in recognition of long service up to a max of 30 days
Medicash – Health Cashplan
Free lunch in College when on duty (working 6 hours or more)
Free parking (subject to availability) with free electric charging points
Enhanced Sick Pay after qualifying period
Enhanced Maternity, Paternity and Adoption pay schemes, subject to qualifying conditions
Cycle to Work Scheme
Use of free gym/squash courts/sports facilities
Agile Working policy (where appropriate) supporting flexible working and environmental benefits
Free University card providing local savings and discounts and subsidised travel on U bus service
Long Service Awards
Support from in-college Wellbeing Co-ordinator including mindfulness sessions
Active staff events team organising social and sporting events including Christmas and Summer Events and an annual 'Day Out'
£25 Christmas Voucher

The IT Office: The IT Office is a small team of four and an IT Director. They support 120+ staff computers, 20 Student computers, 12 multifunction device printers, wired and WIFI network connectivity and a number of administration systems running on the College's server infrastructure. The team also provide AV support for College and external events.

The Role: This role is primarily to manage, support and develop the College's data, databases and additionally support the College's IT & AV systems and services ensuring these are fit for purpose and secure. The role will also contribute to the strategic and technical planning of College IT. The role will provide expert IT knowledge and will support and assist the IT manager in the technical aspects of that role.

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Principal Responsibilities

A. Data & Databases

1. To setup and maintain data integrations between systems.
2. Build data integrations as required.
3. Monitor, maintain and troubleshoot data integration issues.
4. Maintain data integration systems and architecture.
5. Create and maintain documentation and diagrams relating to data integrations.
6. To develop, maintain and improve the College's databases and database servers

B. Server & Cloud based Infrastructure

1. To manage the Colleges' server infrastructure (physical and virtual) and to develop, maintain and document it together with the IT Manager.
2. To implement, manage and develop the College's AWS and Azure environments.
3. Work with the IT Director and IT Manager to plan, design and implement infrastructure on both rolling and 3-5 year improvement bases.
4. Perform regular server "housekeeping" tasks (e.g. backups, security and permission changes).
5. Identify, troubleshoot and correct server problems.
6. Together with the IT Manager install, maintain and replace servers.
7. Ensure current infrastructure is up-to-date and fit for purpose, advise on replacements and solutions as required.
8. Together with the whole team, develop, maintain, implement and regularly test the IT infrastructure disaster recovery plan

C. Networks

1. Maintain the network infrastructure including wireless networking, ensuring it is kept operational, secure and fit for purpose.
2. Specification, maintenance and installation of network equipment.
3. Ensure network faults are resolved quickly and effectively, involving suppliers and external support as necessary.
4. Configure network equipment topologies (e.g. VLANs, switch settings, firewall settings, etc.).
5. Devise suitable systems for monitoring the network for infrastructure, traffic or security issues and take remedial actions when necessary.

D. Security & Compliance

1. Take all reasonable steps to secure and protect the College's IT Infrastructure and Data from threats and risks.
2. Maintain as up to date knowledge of current threats and best practices for securing such College systems.
3. Where possible ensure the systems and procedures in place are compliant with any relevant regulations or guidance.
4. Assist and advise in the creation of the Colleges' Cybersecurity security policy.

E. General Responsibilities

1. Project manage relevant Infrastructure or network projects.
2. Keep abreast of developments within the University and wider IT environments.
3. Work with the IT Director and IT Manager to set and maintain the budget for each year.
4. Provide support for all users of both College IT & AV facilities where first line support is unavailable or unable to resolve the issue.
5. Advise and assist Fellows, Students, staff and visitors who have IT or AV related problems.
6. Communicate promptly, appropriately and in a professional manner at all times.
7. Pro-actively meet challenges faced by the IT Offices in an ever-changing role.
8. Perform any other activities that can be reasonably expected to ensure the smooth running of the College's IT & AV infrastructure and services.
9. Maintain records and documentation

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PERSON SPECIFICATION

	Essential Criteria	Desirable Criteria
Qualifications	• NVQ or equivalent, or professional (MCSE) qualifications.	• ITIL Foundation Certification. • A Computing or Information Technology Degree or an equivalent level of qualification.
Technical Skills, knowledge and experience	• Expert knowledge of Microsoft SQL Server (2012 onwards) and SQL Server tools • Proficiency in scripting languages and methodologies including T-SQL and PowerShell. • Experience of supporting data integration and distribution using relevant tools, such as Node-RED, to integrate with internal and externally hosted applications. • Experience of using markup languages, for example JSON, XML and HTML. • Have a thorough and up to date understanding of information handling and transformation best practises. • Previous experience in a Systems & Network support role. • Extensive experience and knowledge of Windows Server 2012 onwards. • Active Directory management. • Network concepts such as VLANs, firewalls, routing and monitoring. • Storage solutions (SAN,NAS). • VMWare Virtualisation Infrastructure. • Backup, Data recovery & Disaster Recovery Solutions.	• Understanding of ITIL methodology. • Experience and understanding of MS365 and SharePoint. • Cloud platforms such as Azure & AWS. • Experience of setting up, maintaining AV equipment and providing AV support to clients. • Experience of co-ordinating the management of a range of complex IT projects. • An understanding of, and a commitment to, the correct handling of data and information. • Knowledge of Fortigate Firewalls

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Language skills:	• All staff must be able to speak English to a good level. English is spoken by all staff when on-site. For most posts the ability to read/write English to a reasonable level is required. • Excellent written and verbal communication skills. • Ability to explain technical concepts to non-specialists.	
Personal Attributes	• Have a professional manner at all times. • Ability to work to deadlines and prioritise workloads independently. • Ability to manage competing priorities and manage user expectations. • Ability to work on own initiative.	

Application Procedure

We accept a detailed CV with a covering letter, or a college application form. Your application should be emailed to Susan Kay, HR Manager on recruitment@fitz.cam.ac.uk by the closing date. The application form can be found on our website under Vacancies.

In applying for this role, you will provide personal data which the College will process in accordance with its data protection obligations and Data Protection Policy: https://www.fitz.cam.ac.uk/about/officialinformation/data-protection

Terms of Appointment

Tenure and Probation
This is a permanent role and will be subject to satisfactory completion of a six-month probationary period.

Hours of Work
Your hours of work are 36½ hours per week (7.5 Monday to Thursday and 6.5 on a Friday) with half an hour unpaid lunch break each day. A flexible approach to normal working hours is essential, and extra time worked is compensated by time off in lieu at single time to be taken in quieter periods.

Benefits
33 days' holiday (including Bank/public holidays), enrolment into a contribution Group Personal Pension scheme, free lunch on duty, car parking on site and use of College sports facilities (including the College gym).

Pre-employment checks:

Right to Work in the UK
We have a legal responsibility to ensure that you have the right to work in the UK before you can start working for us. If you do not have the right to work in the UK already, any offer of employment we make to you will be conditional upon you gaining it.

Health Declaration
Once an offer of employment has been made the successful candidate will be required to complete a work health declaration form.

Qualifications
The person specification for this position lists qualifications that are essential for the role. If appointed, you will be asked to provide your relevant original certificates of these qualificators.

References
Offers of appointment will be subject to the receipt of satisfactory references.

Information if you have a disability
The College welcomes applications from individual with disabilities. We are committed to ensuring fair treatment throughout the recruitment process. We will make adjustments to enable applicants to compete to the best of their ability wherever it is reasonable to do so and, if successful to assist them during their employment.

Equality and Diversity
Fitzwilliam College is committed to promoting a diverse and inclusive community – a place where we can all be ourselves and succeed on merit. The aim for our workforce is to be truly representative of all sections of society and for each employee to feel respected and able to give of their best.

Data Protection
In applying for these roles, you will provide personal data which the College will process in accordance with its data protection obligations and Data Protection Policy: