Further Particulars for the role of IT Manager

The Role

To advise on, install and maintain IT infrastructure for the Cambridge Theological Federation and supported member institutions. These currently comprise – the central Federation Office, the Cambridge Centre for Christianity Worldwide, the Faraday Institute for Science and Religion, the Institute for Orthodox Christian Studies, the Margaret Beaufort Institute, Wesley House, and Westminster College.

- To manage the Federation's IT team's service provision, ensuring that effective service levels are met centrally and for supported institutions. The team consists of an IT Manager and an IT Support Assistant.

- To manage first line support for general and technical IT and AV enquiries within the Federation's central office. This includes troubleshooting, installing and maintaining hardware and software, telecoms, configuring new computer devices and managing the Virtual Learning Environment (VLE).

- To manage first line support for the staff and students of the Federation for whom IT support services are provided, including those needing access to the VLE.

- To assist with the production of Federation compliance reports. (Office for Students and the Higher Education Statistics Agency etc.)

- To maintain an awareness of current IT developments, best practice and new systems, in order to be able to advise the Federation and its member institutions on the best use of IT, within the constraints of budgets and the practicalities of a Federation of independent member institutions.

- To advise on the selection of appropriate new hardware and software, and to manage purchasing where required (including annual subscriptions for software which the Federation uses).

- To maintain the security of Federation systems, including those of supported institutions, by ensuring the timely application of software updates and remediation of reported vulnerabilities (eg highlighted by penetration testing).

- To provide advice to staff and students on the best use of the IT systems available to support their work; producing training and documentation as required.

- To maintain effective working relationships with IT professionals within the University of Cambridge, Ministry Division, and other partners with whom the Federation work, and to ensure effective resolution of IT-related requests made to and by those partners.

- To represent IT Services on committees and other meetings of the Federation, and to represent CTF at meetings of external bodies as appropriate.

- To manage the Federation's servers and cloud services, including those of supported institutions, and ensure that there is a secure and effective backup process in operation at all times. This includes the Federation's Office365 Tenant, and the server running the Federation's database system, TEID.

- To ensure the timely creation and deletion of accounts for students and staff on IT systems, including the VLE, TEID, and Office365, and to ensure the maintenance of associated mailing lists.

- To provide technical support and advice for staff updating public-facing websites and to help maintain those sites, including the VLE.

- To assist with new IT projects, as required, including introducing new technologies and development of new or upgraded networks.

Please note that we reserve the right to make minor changes to our job descriptions to meet the needs of the organisation. As an employer, we care for and look after our employees, ensuring fair and equal treatment. Any necessary adjustments will be considered to the above in keeping with the requirements of the Equality Act 2010.

- Any other tasks as may be reasonably required for the effective operation of the Federation's IT systems and to support the work of the Federation generally.

Person specification

	Essential	Desirable
Education: Educated to Degree level or equivalent.	✓	
Specialist knowledge and skills:		
Familiarity with computer hardware (identifying faults, repairing, upgrading)	✓	
Windows 10/11	✓	
Windows Server 2016 and newer (including Active Directory)	✓	
Office (desktop apps)	✓	
Office365 admin centre/Entra	✓	
Moodle	✓	
Wordpress	✓	
TCPIP Networking	✓	
Knowledge of the Higher Education Statistics Agency data information systems		✓
Programming/debugging of any/all of the following - HTML, MySQL, Python, PHP, linux shell scripting, DOS batch scripting		✓
MacOS		✓
Android/iOS		✓
Debian linux		✓
Synology DSM		✓
Aruba network switch software		✓
Ability to manage a varied workload.	✓	
Ability to be flexible and adaptable and work to tight deadlines.	✓	
Excellent organisational skills.	✓	
Ability to disseminate complex information in a user appropriate way	✓	

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Relevant Experience:		
Previous experience within higher education		✓
Previous IT helpdesk support	✓	
Previous experience of project management	✓	

Salary: c. £40,120

Location: The role is based at 2 Bounds House, Lady Margaret Road, Cambridge, CB3 0BJ, with extensive site visits in central Cambridge.

Contractual benefits include:
•	Membership of a Pension Scheme after a qualifying period
•	Annual leave of 33 days (inclusive of Bank Holidays)

Other benefits include:
•	Free car parking onsite (subject to availability)
•	Life cover

The appointment will be subject to an initial probationary period of eight months during which the appointment may be terminated by two week's notice on either side. Following the successful completion of the probationary period, the period of notice is three months on either side.

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