



Job title	Computer Officer
Responsible to:	IT Manager
Place of work	All Sidney Sussex College owned property/sites in and around Cambridge
Salary Range:	Points 35-45 on the University single pay spine; currently £27,511 - £36,914 pa pro rata
Hours:	Full time, 37.5 hours per week; some flexibility required
Holidays:	25 days annual leave plus 8 public holidays pro rata
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 holder of this post will work closely with the IT Manager and Deputy IT Manager to help plan, install, support and maintain the College's Information Systems and Services.

Key responsibilities**Support and system administration**

- Configure, monitor, enhance and maintain IT systems including physical servers and cloud services.
- Assist in the installation, configuration and maintenance of switches and maintain network patch cabling when required.
- User administration.
- Respond to technical queries and problems and other requests for help.
- Support the end users at all levels.
- Provide specialist advice and guidance to others who are less technical.
- Assist in providing support and maintenance for computer and AV resources in shared or public areas such as meeting rooms or the Computer Suite
- Assist the Technical Web Officer in the support and administration.

Documentation and training

- Write documentation, proposals and reports for IT systems, policies and procedures.
- Training staff and fellows on IT systems.
- Provide IT inductions.
- Assist in maintaining the IT knowledgebase
- Assist in the maintenance of the IT risk register and document any steps taken to mitigate against risk.

Assist IT Team

- Help provide cover and support when other members of the IT team are absent or away.
- Assist the IT Manager in developing strategies and policies for the management of IT infrastructure.
- Assist team with the College Disaster Recovery planning and response.

Security and compliance

- Confirm IT infrastructure and systems comply with security procedures and guidelines to ensure security risk is minimised.
- Identify potential security risks or breaches and carry out emergency responses.
- Assist in ensuring compliance with accessibility guidelines
- Act in alignment with UK legislation, University and College policy that supports user needs and system functionality.

Communication

- Assist in the supervision of external contractors accessing College systems and infrastructure
- Communicate with external suppliers of goods and services, including purchasing and on-going support as required
- Participate in College committees and external meetings as required.

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
- Set user expectations for a good support experience
- Keep up to date with rapid developments in IT and the services provided
- Make a positive contribution to the team, e.g. through active participation in team meetings; demonstrating discretionary effort; completing tasks; contributing ideas
- Develop and maintain expertise and skills across supported services, through making use of knowledge resources and undertaking training
- To undertake any other reasonable request or duties commensurate with your post.
- IT infrastructure requires regular maintenance and is taken offline outside of normal working hours. This position requires that the role holder is available for this work on request outside of these hours.

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.

PERSON SPECIFICATION:

	<i>Likely to include:</i>	<i>Desirable:</i>
Qualifications, and background	<ul style="list-style-type: none"> • Educated to A level or equivalent 	<ul style="list-style-type: none"> • Degree or equivalent qualification
Experience	<ul style="list-style-type: none"> • Security and performance monitoring and reporting • Maintenance of Information System Infrastructure including servers, networking and telephones • End-user support for general IT issues 	<ul style="list-style-type: none"> • Experience of University or College IT Support • Experience from mix of commercial and higher education environments
Specific knowledge/skills (technical)	<ul style="list-style-type: none"> • Desktop Operating Systems: Microsoft Windows, MacOS • Server Operating Systems: Microsoft Server, Linux CentOS • Tablets and phones: Apple iOS, Android • Email: Microsoft Exchange and Exchange Online • Microsoft: Office, PowerShell, Enterprise mobility and security. • Active directory, DNS and Group Policy • Cloud: Azure, Office 365 • Virtualisation Infrastructure: Hyper-V, VEEAM • Databases: SQL Server • Networking Infrastructure: IPv4, DHCP, switching, routing, firewalls, VLAN, wireless 	<ul style="list-style-type: none"> • Familiar with IPv6 • Exchange Online Protection • Drupal • Apache • MySQL
Personal attributes	<ul style="list-style-type: none"> • Practical hands on attitude • Ability to explain technical issues in plain English to non-technical users. • 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 	

Sidney Sussex College is an equal opportunities employer.