FURTHER PARTICULARS

IT MANAGER

St Peter's is a dynamic and informal college in the University of Oxford founded in 1929 and receiving full collegiate status in 1961. With around 540 students and 85 staff (c.30 with PCs), it has built a reputation for outstanding teaching and research – in a friendly atmosphere. The College is in the heart of the city centre and is determined to provide the best possible facilities, academics and support for students.

Purpose of the Role

St Peter’s College wishes to appoint a committed, talented and efficient team player to coordinate and run the IT Department.

Applicants should be available to take up this appointment in early to Mid-September 2019.

The IT Manager is responsible for the management, maintenance, and development of the College’s IT infrastructure, systems and applications to meet the College’s current and anticipated requirements. The post-holder will liaise closely with a range of internal and external stakeholders and resources, ensuring that multiple projects are delivered smoothly and effectively.

The IT team provides services and support to the College and our visitors and guests. The team manages every aspect of IT service delivery and support within the College and its annexes. IT requirements change routinely and the post-holder is expected to respond to the need for new solutions and technologies. The College seeks a manager with a professional attitude and the necessary expertise to make an immediate contribution to the College’s busy IT Office, with a hands-on approach.

Main duties and responsibilities

Strategy and Management

- manage the development and delivery of the IT strategy with the College’s IT Committee
- develop project appraisals in support of the IT strategy, and develop cost/benefit analyses
- plan and manage the College’s IT Budget (capital and revenue)
- convene the IT Committee, developing the agenda and papers with the Bursar and IT Fellow
- liaise with departmental heads to ensure their IT requirements are met
- manage the IT support staff:
  - manage the IT helpdesk which supports students, academics, staff and visitors
  - ensure that freshers’ receive first rate support and a fully functioning platform upon arrival
  - act as the College’s representative at both inter-collegiate & University level meetings of the College-IT Committee & IT Support Staff
- promote effective and innovative use of IT across the College
- plan and arrange IT training
- to manage contract negotiations, ongoing support, tendering
Infrastructure, Software & Hardware Support

- design, test and implement new infrastructure, software and hardware solutions
- develop the College’s IT Security and Information Security Plans
- develop and test business continuity and disaster recovery plans
- develop and deliver the College’s IT strategy through the College’s IT Committee
- plan and prioritise new projects within agreed budget parameters
- keep abreast of new technologies and developments in the University
- manage the maintenance, development and user support for network infrastructure, hardware facilities and software, including licenses and maintenance contracts
- ensure that service downtime is minimised by keeping stock of spares, parts and consumables
- manage the servers and services to ensure continuity and stability for the College operations
- manage the network and all related services and hardware
- ensure that all College systems are backed up securely
- ensure that all College IT documentation and disaster recovery manuals are kept up to date
- deliver IT support, including technical support for AV and printers
- support the use of desktop computers and laptops.
- maintain an open door policy and be responsive to enquiries, issues and concerns from all.
- monitor the availability of College systems.

Line Management responsibilities

Line Management responsibility of the IT team, to ensure high quality delivery of support for all aspects of college functions. This includes day-to-day management and workforce planning and recruitment/performance monitoring / training and staff development.

Person Specification

Essential

- Experience of running IT services within a public sector or business environment
- Extensive administrative experience in the following: Microsoft Operating Systems (server & desktop), Group Policy, Domain Management, Scripting, MS SQL, VMware, MS Office, HP networking, wireless networking, MS 365, Linux (Ubuntu LAMP),
- Experience of managing information security policies and of evaluating and managing risk
- Experience of solving complex problems with multiple and/or conflicting requirements
- Experience of providing training to non-technical users
- Hardware and software troubleshooting
- Good interpersonal skills, an ability to prioritise workloads effectively for the department.
- Experience of successfully taking an unsupervised lead of IT projects
- A positive and mature attitude to work, with the ability to remain calm under pressure
- Experience of providing effective help and support to end users

Desirable

Experience of managing IT services within Oxford University or Oxford Colleges
Terms and Conditions

Appointment  The post is to be filled as soon as possible. The appointment will be subject to satisfactory completion of a six-month probationary period. The appointment will be subject to the provision of an original document, which indicates your right to work in the UK.

Contract  The job is offered on a permanent basis

Salary  Appointment will be on Grade 8 of the University’s salary scale for non-academic staff, £40,792- £48,677 FTE. Starting salaries are usually at the bottom of the scale and are reviewed annually in line with the pay award for other salaried administrative staff.

Pensions  The post-holder will be entitled to join the Universities Superannuation Scheme.

Hours of Work  Full-time administrative staff of the College are expected to work a nominal 35-hour week (with a one-hour unpaid lunch break each day). It is recognised occasional out of hours working in the evenings and at weekends will be required and ordinarily time will be given in lieu.

Annual Leave  The post holder will be entitled to 30 days paid leave plus 8 days Bank Holidays in each leave year.

Application Process

Applications consisting of a covering letter and CV stating the names and postal and email addresses of two referees, together with a Recruitment Monitoring Form, should be sent by email to the HR Manager Graham Stowell at the following address human.resources@spc.ox.ac.uk.

If candidates prefer to send their application by mail, it should be addressed to:

Graham Stowell  
HR Manager  
St Peter’s College  
New Inn Hall Street  
Oxford  
OX1 2DL.

This vacancy will remain open until a candidate has been appointed.

Data Protection

All data supplied by applicants will be used only for the purposes of determining their suitability for the post, and will be held, as defined in the General Data Protection Regulation (“GDPR”), the Data Protection Act 2018 and the College Policy on Data Protection as amended from time to time.

St Peter’s is an equal opportunities employer.