Job Title: Deputy IT Manager

Department: I.T.

Reports to: IT Manager

Salary: Up to £42,000 - Depending on experience

Hours of work: Full Time (36.25 hours per week), 08:45 – 17:00

Holidays: 26 days annual leave plus public holidays

Purpose of the Role:

To assist the IT Manager in managing the College’s IT Department and helping to provide the strategic direction required to take the computing and network communications facilities forward in support of educational and administrative activities. You will assist our Fellows, students and staff in their use of these systems and other IT facilities within the University. The role holder will need to develop close working relationships with external service suppliers, such as University Information Services and commercial suppliers.

The holder of the role will assist the IT Manager in the running and maintenance of the College’s IT infrastructure, take a lead with the development and upkeep of the College Network, maintain the College’s Help Ticketing system and Rooms Database and be able to support all critical systems components in order to deputise for the IT Manager. The holder of the post is expected to work closely with the IT Manager to deliver continual improvements to the College’s Information Systems and Services but also requires self-motivation, initiative and ability to take on tasks with a minimum of supervision.
Main Tasks:

- Provide IT Technical Support across the College
- Ensuring SLAs are met and where possible exceeded
- Management and upkeep of the College's data network
- Maintain and update the Helpdesk ticketing system and Rooms database
- Providing professional and high-level customer service to all internal and external users
- Project managing and assisting with IT and cross-departmental projects
- Documentation of processes and procedures
- Provide 1st and 2nd line user support as required
- Take part in routine patching of servers and systems, which will require availability outside of normal working hours, repaid through lieu time
- Provide emergency support as necessary (including Out of Hours working)

Person Specification:

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<tr>
<th>Qualifications &amp; Education</th>
<th>Essential</th>
<th>Highly Desirable</th>
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<tbody>
<tr>
<td>• Education to A Level standard</td>
<td>• University degree and/or other relevant experience</td>
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<tr>
<td>• Aruba or CCNA Certified</td>
<td>• Microsoft Certified</td>
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<tr>
<th>Skills, Knowledge &amp; Training</th>
<th>Essential</th>
<th>Highly Desirable</th>
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<tr>
<td>• Excellent communication and interpersonal skills</td>
<td>• Ability to handle users and their needs in a sympathetic and supportive manner</td>
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<td>• Excellent time management and organisational skills</td>
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<td>• Ability to work effectively in a pressurised environment</td>
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<td>• Ability to make decisions or to refer to the IT Manager as necessary</td>
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<td>• Knowledge of MS Office and Database management</td>
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<td>• Knowledge of the main requirements of the Data Protection Act</td>
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<th>Experience</th>
<th>Essential</th>
<th>Highly Desirable</th>
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<tr>
<td>• Experience of dealing with the public</td>
<td>• Previous experience of University or College IT Support</td>
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<td>• Experience of undertaking complex administrative tasks</td>
<td>• Experience from mix of commercial and higher education environments</td>
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<td>• Evidence of effective planning ahead and prioritising workload to meet deadlines</td>
<td>• Experience of Remote working and supporting Remote users using tools like SCCM, MS Teams or similar.</td>
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<td>• Accurate record keeping</td>
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<td>• Database Administration</td>
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<td>• Experience of dealing with enquiries on the telephone, face-to-face and by email</td>
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<td>• Handling confidential information in a sensitive manner</td>
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<tr>
<td>Technical knowledge, skills and aptitude</td>
<td>Personal Attributes</td>
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| • Desktop Operating Systems: Microsoft Windows, macOS, Linux  
  • Server Operating Systems: Microsoft Server, Linux (Debian)  
  • Productivity Applications: Microsoft Office for Windows and Mac, Adobe Acrobat  
  • Tablets and phones: Android, Apple iOS  
  • Virtualisation Infrastructure: Hyper-V  
  • Networking Infrastructure: IPv4, DHCP, Switching, VLAN, Firewalls, Wi-Fi, Routing  
  • Network Hardware: Physical installation, maintenance and management of switches  
  • Network Cabling: Confident with Copper and Fibre network infrastructure  
  • Networking services: DNS, DHCP, SNMP, NTP and Active Directory  
  • Office365  
  • Microsoft Exchange Server  
  • SQL scripting  
  • Car driving licence holder  
  • Practical minded, proficient in the use of hand tools  
  • Networking: IPv6, 802.1X  
  • Peripherals: MFDs, VoIP telephony, CCTV, Access Control  
  • Services: Apache WebServer, CMS, Print servers, SQL databases, Software update and package management, Mobile Device Management  
  • Working knowledge of Aruba/HP/Cisco network hardware  
  • Languages: Good understanding of HTML/CSS and PHP and some understanding of common scripting languages used for automation of routine task.  
  • Claris Filemaker databases  
  • Creating Web forms (Jotforms)  
  • Cloud-based Infrastructure: Azure, AWS  | • Confident, friendly, approachable  
  • Discreet, diplomatic and tactful  
  • High level of motivation  
  • Confident and assertive  
  • Ability to manage own time effectively  
  • Ability to stay calm under pressure  
  • Accuracy and attention to detail  
  • Ability to work as part of a team  
  • Flexible approach and accepting of change  
  • Willingness to learn new skills and undertake further training if required  
  • Smart and tidy appearance  
  • A motivated and approachable communicator  
  • Ability to explain technical issues  
  • Patience and understanding in dealing with a wide range of users, tailoring your approach, appropriate to the level of IT ability  
  • Inclination and ability to acquire knowledge and skills of new technologies, use this to develop more specialized packages within College  
  • Willing and able to climb and work in small spaces as necessary  
  • Resourcefulness  
  • Public speaking |