Post Title: IT Manager
Reporting to: Head of the Office of Intercollegiate Services (OIS)
Salary: £41,526-£48,114 pa (spine point 49-54)
Hours: 37.5 hours per week, although part-time applications will be considered

IT Manager

The Cambridge Colleges jointly own, develop and support a suite of software that covers specialised aspects of College administration. The CASC team, which manages this suite of software sits within the Office of Intercollegiate Services (www.ois.cam.ac.uk), which is a limited company that is jointly owned by all the Colleges. One of our products processes payments for supervisions (small group teaching); another handles the online recruitment of academic staff; another allows for the on-line recording and reporting of data protection breaches, while a fourth helps college staff manage the letting and maintenance of student rooms and other related services. We are currently re-developing a product that hosts and manages reporting within Colleges of undergraduate teaching (College supervisions).

The CASC operations are based at Pembroke College, which hosts the 4 CASC staff and its systems and IT infrastructure. This new post is therefore based in Pembroke College (CB2 1RF), reporting to the Head of OIS, who is located elsewhere in central Cambridge in an office of 4-5 staff, whose IT needs also need to be serviced.

The primary duties of the role holder will be to manage the IT needs and requirements for the company (OIS), including:

i) managing (design, development and maintenance) a core network and server infrastructure for all parts of OIS.
ii) managing (design, development and maintenance) technical support for the software development team (CASC) within OIS.
iii) within the CASC team, developing and delivering managed IT services for one or more of the 31 Colleges in the University of Cambridge and a small number of external customers, including the development of agreed service parameters.
iv) servicing the general office IT needs for all members of staff in all departments (primarily an office environment and remote working), and
v) line management of the CASC team.

All CASC services are hosted, with users accessing servers via web browser. The applications are written in ASP.NET with VB and C# code-behind and client-side scripting. Older products are written in Classic ASP; the newer ones in MVC. The applications run on IIS, which sits behind an Apache proxy server. Data is currently held in Microsoft SQL server but we access central University data held in Oracle and PostgreSQL databases. Similarly, while skills in Microsoft SQL Server would be advantageous, proficiency in Oracle, PostgreSQL or MySQL would compensate. We also use add-ins for ASP.NET that leverage Ajax technologies. Familiarity with Cambridge academic procedures would be an advantage.

In a small team, communication with colleagues and users is essential in ensuring that we develop the right products and adapt them when users’ needs change. We all contribute to analysis, specifications, product presentations and documentation according to our skills and availability.

The position attracts 25 days of paid holiday per year, plus bank holidays, and a free lunch on days where you are in the office (which will generally be expected notwithstanding the current COVID-related constraints issued by government). We are looking to appoint one person full-time (37.5 hpw) but will consider part-time applications. We have a track-record of offering flexible working arrangements to valued employees and are happy to consider any suggestion if you believe that you have a real contribution to make.
Applications must be made online at https://app.casc.cam.ac.uk/fas/oisitm/, to which a CV and a letter of application should be uploaded. The letter will be expected to demonstrate suitability by addressing the issues outlined above. Informal enquiries are welcome by phone (01223 766436) or by email (jobs@casc.cam.ac.uk).

The closing date for applications is 1 April 2021; interviews will take place on 19 April 2021 and will include informal discussions with team members as well as assessment of skills and a formal interview. You should allow 2 hours in total.

How we use your personal information: Your personal data will be used by us in the first instance solely for the purposes of considering your suitability for employment and for us to manage our recruitment processes, including our monitoring of equality and diversity within OIS. A copy of our full data protection statement for job applicants is available at: https://www.ois.cam.ac.uk/files/ois_data_protection_statement_for_job_applicants.pdf.