

IT Officer

Background on Sarum College

Sarum College is a centre for learning and research where our passion is learning that nourishes the human spirit. People of all faiths and none come for courses, events, private stays, conferences and meetings.

We offer a range of learning programmes for personal and professional development as well as for ordination and licenced lay ministry.

Prior to the temporary closure of our buildings for public safety, the College each year served some 40,000 meals, hosted more than 10,000 overnight stays, as well as conferences and meetings for some 300 organisations from around the world.

We have run blended learning programmes for many years and are now developing an expanded online learning offer.

What we need

We are about to embark on a major upgrade of our IT and telephony systems. The ideal candidate will be a dynamic and entrepreneurial person with excellent computerside manner who is passionate about the application of technological solutions to improve efficiency and support colleagues.

+++

Job Title: IT Officer

Reporting to: Director of Marketing & Communications

Job Purpose: To manage the IT and digital systems and offer IT support to staff and students as needed.

Principal Accountabilities

- Provide first-line IT support to college staff
- Manage the IT infrastructure upgrade with the director of marketing and communications
- Leadership and technical expertise in applying IT innovations to the development of the College's teaching and learning in line with the College's strategic plan
- Digital marketing support and development
- VLE oversight and development, providing technical support to students
- Maintain and support audio/visual equipment

- Ensure the security of the College network

Detailed Tasks

- Good communication skills to provide first-line IT support to college staff by email, telephone and in person, troubleshooting issues and problems in a calm and timely manner, escalating them to our external IT provider when necessary
- In collaboration with our external providers, maintain the IT infrastructure of the college including servers, Wi-Fi hubs, network switches, firewalls, printers and photocopiers
- Maintain and develop the college's bespoke Access database, providing technical support to staff and oversee transfer of data and processes to new system with the Director of Marketing and Development and the College Leadership team
- Oversee and provide technical support for the College's telephone systems
- Work with the Director of Marketing and Communications to provide IT support for digital marketing
- Ensure all hardware (PCs, laptops and thin clients), software (Microsoft Office, Adobe, Sage) and services (email) are working optimally with the latest updates and patches installed. Have oversight of network security.
- Maintain the audio/visual equipment to ensure it is working correctly and provide support when required
- Have oversight in maintaining and developing the self-hosted virtual learning environment, providing support to students and college staff when required
- Working with our external IT systems colleagues to ensure that the website is operating optimally, assisting with the development and maintenance of the site when required
- Working with the Director of Learning Resources, ensure the library catalogue system is working optimally both within the college and externally via the internet
- Ensure college data is securely backed up daily
- Working with other members of staff, ensure sensitive data is stored in compliance with GDPR and the PDQ machines and associated network equipment are PCI compliant
- Have oversight and provide technical support for other office and educational equipment.

Person Specification

Essential

- Excellent and proven IT skills with experience in managing, maintaining and troubleshooting IT systems;
- Proficiency with Microsoft Windows, Microsoft Servers, Office 365 and Office applications including Word, Outlook and Excel;
- Possess a good understanding of computer networks and IT hardware with excellent troubleshooting skills;
- Good organisational and planning skills;
- Drive to help colleagues to solve problems and work more efficiently
- Have a flexible approach to work planning;
- Ability to work accurately and complete tasks within a given timeframe;

- Ability to collaborate effectively with other members of staff;
- Proficient record-keeping;
- Sympathy with the ethos of Sarum College.

Desirable

- Experience in working in an educational setting;
- An understanding of Microsoft Access databases, macros and Visual Basic code;
- Experience in maintaining web servers and supporting websites.
- Relevant IT qualifications

Salary £21-25k for the full time role, salary depending on experience, plus a pension contribution of 8% of salary to the nominated pension scheme, currently the Church of England Church Workers Pension Fund (Pension Builder Classic), and free lunch in the Refectory on working days in College.

Hours per week Hours of Work: 35 hours a week. Normal hours of work are Monday to Friday, 9am til 5 pm with a daily unpaid lunch break of one hour. Work will be required outside these hours in particular to do out of hours system updates and there will be some on-call work in which case time off in lieu will be given.

Leave Annual leave entitlement is 25 days plus statutory holidays; this includes days when the College may be closed over Christmas. Holidays are to be taken with due regard to the needs of the College.

IT hardware overview

The College currently has 17 thin clients, 18 Windows 10 PCs and 5 Windows 10 laptops. There is one physical server running an additional five virtual servers. These virtual servers host the College's terminal server, library catalogue, library catalogue web server and VLE web server. The College uses two third party systems – one to manage Bookshop sales and inventory; the other to manage live availability of B&B.

There is a fixed digital projector in the main meeting room along with a sound system with wireless microphones. There are additional portable projectors and plans for fixed screens in some of the smaller meeting rooms.

The College has an active Microsoft Office 365 subscription with Office 2016. In addition, the College runs Sage accounts and payroll and currently uses a bespoke Microsoft Access database for CMS and hospitality and course management but will be moving to a comprehensive new system for more efficient and integrated functionality. There is also an active subscription to Adobe Connect and to Zoom for video conferencing.

The College telephone system has approximately 35 handsets. There is a fast leased line internet connection to the building with Wi-Fi points throughout to ensure a good connection from all the meeting rooms, offices and bedrooms.

The management and maintenance of the IT infrastructure, telephone system, three photocopiers are in partnership with external companies.