



Robinson College

IT Sytems Manager

CANDIDATE INFORMATION PACK

CLOSING DATE: 24 AUGUST 2026



About Robinson College

The College is a centre of academic excellence with about 380 undergraduates and about 300 postgraduates. Sir Richard Heaton is Warden of the College and there are approximately 100 Fellows and 125 non-academic staff.

Robinson College is the most recent addition to the 31 colleges which make up the University of Cambridge. It owes its foundation to the generosity of Sir David Robinson whose endowment is the largest single gift ever accepted by the University. Planning for the College began in 1973 when trustees were appointed; building started in 1977 and the College moved into its new accommodation in October 1980. Her Majesty The Queen officially opened the College on 29 May 1981.



Reports to: Head of IT

Main Purpose of the job:

Information Technology is a key element of the College's infrastructure, supporting around 500 students, 100+ Fellows, 140+ admin staff, and conference delegates.

The College IT infrastructure consists of a mix of physical Servers, virtual servers, SANs, network switches, Wireless points, Multifunction copiers, and printers across a large single Campus. The College uses a wide range of bespoke software applications and systems to support its day-to-day running, conference and alumni activities.

The IT team comprises of 4 people (approx. 2.8 FTE) and is responsible for all aspects of IT support for the above, as well as providing a wide range of in-house development.

Due to the College's SME nature, the post holder has the opportunity to develop a broad range of skills across a wide array of infrastructure and to exercise a significant degree of autonomy.

SALARY AND CONDITIONS



- Full Time 37 hours per week
- £46,000 to £49,743 per annum, depending on qualifications and experience
- On site, in the office daily

COLLEGE BENEFITS

- 25 days annual leave, plus bank holidays (pro rata for part time appointments), increasing with length of service up to an additional 5 days
- Contributory auto-enrolment pension scheme
- Death in service benefit
- Free lunch in College
- Enhanced sick pay after qualifying period
- Enhanced family friendly pay after qualifying period
- Access to a benefits website which provides savings and discounts on a wide variety of purchases, as well as days out, gift cards and other offers
- Generous Salary Extras discounts –incl. Cycle to Work scheme
- Training and development opportunities
- Free parking may be available subject to capacity
- Access to University Card with subsidised travel on U bus between Madingley Road Park and Ride or Cambridge Train Station and the College
- Subsidised Gym Membership, or Exercise space for a small termly charge
- Staff social club events throughout the year
- Annual flu jab, subject to criteria



KEY AREAS AND STANDARDS OF PERFORMANCE:

DUTIES AND RESPONSIBILITIES

- Providing 1st, 2nd and 3rd line IT support both via the helpdesk and onsite for fellows, staff, students and conference delegates, with a wide range of hardware, software and network issues.
- Maintaining content on the College's website.
- Providing training and documentation.
- Managing the College's Workstations and mobile device estate.
- Administration and maintenance of Users, Servers (Windows and Linux), Networks, firewalls, websites and databases.
- Procurement, installation and disposal of hardware, software and consumables, including processing purchase orders/invoices, invoices for accounts dept. and maintaining relevant financial records.
- To manage, maintain and upgrade existing equipment and software for both office and academic computing, including fault diagnosis, day-to-day maintenance, and liaising with suppliers.
- To advise Fellows, students and staff on the selection of appropriate new hardware and software and where necessary undertake installation and configuration and assist in maximising its usefulness
- Deputising for the Head of IT, to ensure the provision and continuity of all services including maintaining functionality of all aspects of computer hardware and software, and timely resolution of helpdesk queries.
- Providing input into the IT strategy for the College in conjunction with the IT Committee, and working to ensure the objectives set out in it are met.
- Explore innovative and cost-effective solutions to meet the academic and business needs of the College.
- Ongoing management of back-room services such as network monitoring, backups, etc. and ensuring that an appropriate IT Disaster Recovery Plan is in place.
- Implementing, ensuring and maintaining IT security throughout the College.
- Ensuring that College IT personnel comply with the College's Health and Safety policies.
- Any other duties as deemed appropriate by the Head of IT and IT Committee, and possible work at a secondary site may be required on occasion.



Essential

- A sound understanding of desktop, laptop, and server hardware and software.
- A good understanding of network technologies such as VLANs and TCP/IP network concepts.
- Some Web and database administration experience.
- Ability to explain technical concepts to non-specialists.
- An organised approach to tasks and the ability to work both in a team and individually.
- The ability to listen and communicate with users at all levels of technical proficiency.
- A proactive approach and excellent problem-solving skills.
- Have experience of or understand the needs of a customer-focused support environment.
- Several years' experience in computer systems administration.
- Experience of working within a team of IT professionals.
- A wide range of IT skills including database development/maintenance, network and firewall management, fault-resilient server and data storage configurations, web development and maintenance.
- A sound understanding of IT hardware systems.
- A sound understanding of system-level software including MS Windows Desktop and Server Operating Systems, Mac OS, Linux, Apache, IIS, MySQL/MariaDB, MS SQL Server.
- A sound understanding of standard user applications such as MS Office, Web browsers, email clients, etc.
- Flexibility to adapt to new ideas and absorb new technical skills as required.
- An understanding and commitment to the correct handling of data and information

Desirable

- Experience with VMware or similar virtualisation platform.
- Experience with Drupal, MSSQL, and PHP development.
- Experience with Active Directory and Microsoft Exchange Online.
- Previous experience working in IT support, in an academic environment.
- Microsoft Certification or equivalent industry-recognised certification.



To apply please send your CV and a covering letter, along with a completed short application form to careers@robinson.cam.ac.uk

Closing date for applications: Monday 24 August 2026, 9am

Interview date: Week commencing 7 September 2026





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www.robinson.cam.ac.uk