

Nanny State

THE IT CROWD: THIS WEEK WE SET OUR SITES ON IT

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WHAT DOES A TYPICAL DAY AS IT MANAGER INVOLVE?

My day can be quite varied. It is a lot of email to and from other members of staff discussing the IT service and on-going projects, I attend several committees and usually have to prepare some reports or documents for these, I have meetings with my team and other staff to plan project work or discuss on-going support, recently I have spent time preparing health and safety information for the team's working practices, I have to plan and track the IT Budget which is quite extensive and I also liaise with IT Managers from other Colleges exploring ways in which we can learn from each others experiences. My team consists of:

- an infrastructure engineer who looks after the network (wired & wireless) and all the servers necessary to support the administration systems run for the staff.
- a database developer who creates and supports all the applications on myFitz and who has spent much of his time recently developing an Accommodation Management System, he also manages the flow of the information from various databases e.g CamSIS to other applications e.g. my.Fitz, the doors Access , student accounts and the tills.
- the IT support engineer whose role is to respond to all helpdesk tickets and provide help and assistance to staff, students and fellows for problems with their computers, printers, network access and anything at all that comes up, he also has an additional role as AV engineer and during conference season he spends a lot of his time working in the control room of the auditorium.

WHAT'S THE BEST PART OF YOUR JOB?

I love working at Fitzwilliam College I had previously worked in the City for 15 years and everyday am thankful that I now work in such a friendly community in an open and relaxed environment. I really enjoy the variety of different things that I do. I am responsible for a number of IT solutions for a range of people Staff, Students, Fellows and Visitors and it is always interesting to meet and talk such a diverse group of people. It is satisfying to be able to provide technical assistance that enables everyone to go about their work or College life more efficiently and I enjoy planning what services we could and should provide. However...

WHAT'S THE WORST PART OF YOUR JOB?

It can be frustrating that with a small team we can not do everything that we would want to and that it can seem to take time to deliver on bigger projects. IT is on a perpetual charge into every aspect of peoples lives and we have to try very hard to keep up with demand and expectations for ever new and changing technology!

IS THERE ANYTHING YOU WISH THE STUDENTS KNEW?

We would want students to know that we are here and can try to help with their computer problems however they should always try to contact the Student Computers Officers (via the helpdesk (www.help.fitz.cam.ac.uk) or via email sco@fitz.cam.ac.uk) in the first instance. We would like them to tell us when they are having network problems as we need this feedback and can only help if we are aware of the problems.

On a final note I would love to have some feedback channel or more engagement with the student body so that I can gauge the quality of our service from a student perspective and ensure that we are meeting the current demand and planning for the future appropriately.

SO IF YOU'VE GOT ANY IT FEEDBACK DON'T LET IT SLIP THROUGH THE NET!