ST JOHN'S COLLEGE

CAMBRIDGE

Further particulars for the post of

Help Desk Technician

IT Department

Requirement

St John's College wishes to appoint a Help Desk Technician on a permanent basis.

St John's College

St. John's College was founded in 1511 by Lady Margaret Beaufort, the mother of King Henry VII. It is one of the oldest of the University colleges and has over 500 undergraduate and 300 post-graduate students, and around 150 Fellows in a very wide range of academic disciplines. The charitable purposes of the College are the advancement of education, religion, learning and research. The College is currently able to accommodate all its students in College and nearby hostels and houses. All Fellows have a study in College and some are fully resident in College. Additionally, the College employs some 250 Assistant Staff. The College is a very diverse community with approximately 20% of its undergraduates and 50% of its graduates coming from overseas.

Further information on the College can be found on the College website www.joh.cam.ac.uk.

College Aims: the College's statutory aims are the promotion of education, religion, learning and research.

Department Aims: To provide a responsive IT service which supports and enables the use of Technology within the College.

Principal Responsibilities and Duties:

Job title: Helpdesk Technician

Department: IT

Responsible to: IT Director

Job Purpose: The post holder's primary responsibility will be to provide first line support to College members and thereby contribute to an efficient IT environment for users within the College. In addition to this, the post holder will take responsibility for some aspects of the day-to-day running of the College's computer systems and for development projects.

Principal Responsibilities

1) In order to act as point of contact for the department and to ensure the department meets SLA targets the post holder will:

- Answer the departmental phone and email accounts during designated periods.
- Provide computing advice and software and hardware support to members of the College and to administrative staff.
- Provide direct support to users including first instance training.
- Draft user documentation.

2) To ensure the department runs smoothly by providing administrative support the post holder will:

- Carry out routine administrative tasks, including upkeep of hardware and software inventories.

- Log all calls in the departments call management system and monitoring call status.

3) To ensure the College's IT infrastructure functions within SLA commitments through a regular maintenance regime the post holder will:
- Carry out day to day maintenance and trouble-shooting (both hardware and software) of the College's various desktop systems and peripherals, which include 60 workstations in public computer rooms and some 200 administrative machines.
- Carry out preventative maintenance, fault finding and arrange for repair of broken equipment;
- Install new equipment.

4) To ensure the department completes development tasks in a timely fashion the post holder will:
- Assist the Computer Services Manager and Assistant Managers with research and implementation of new projects.

Resources Managed/Facts and Figures:

- Current status of jobs in the call management system.
- Location & status all IT assets using the call management system – current value of all assets approximately £470,000.

Decision-making:

- The ability to provide a first line diagnosis of any IT problem and to determine the best method of achieving a solution.
- The ability to classify/manage jobs within the ITIL framework.
- The ability to assign priority to jobs based on IT criteria.

Person specification

Set out below are the qualifications, experience, skills and knowledge that are the minimum essential requirements for the role or are desirable additional attributes.

Qualifications, Knowledge and Experience:

- A good level of general education is essential, probably to degree level, together with a formal computing qualification and/or appropriate experience.
- Knowledge of ITIL to Practitioner level.
- An awareness of issues relating to computer security, the Data Protection Act, Health and Safety regulations and software copyright.
- Experience of any or all of IP networking (including Internet access), Windows networks, Microsoft software projects, Mac hardware and OSX, PC hardware and Windows, Linux, the World Wide Web, database design and administration, and computing in a UK academic environment.

Skills, Abilities and Competencies:

- The post holder must have the capacity to adapt and develop to meet the College's computer needs and requirements.
- The ability to demonstrate initiative and self-reliance in the management of own workload, under the overall direction of the Computer Services Manager.
- The ability to diagnose IT problems and to carry out research leading to a solution.

- The Post holder must exhibit a high degree of professionalism in working and communicating with others.

Terms and Conditions

Length of post: This is a permanent role

Salary: The salary for the role is between £25,835.38 – £28,026.58 per annum (depending on experience)

Hours of work: The hours for the post will be 36.25 hours per week

Location: The role is based in Cambridge.

Contractual benefits include:

- Membership of a Defined Contribution Pension Scheme after a qualifying period.
- Additional Christmas salary payment.
- Annual leave of 36 working days (inclusive of Bank Holidays).

Other benefits include:

- Free lunch in the College's Buttery Dining Room (subject to a monetary limit)
- Access to a 'cash plan' healthcare scheme currently provided by Simplyhealth which provides some financial assistance towards the cost of everyday health expenses such as sight tests or dental check-ups after a qualifying period.
- Free car parking close to the College (subject to availability).
- Free use of an on-site Gym.
- Free life cover.

The appointment will be subject to an initial probationary period of six months during which the appointment may be terminated by one week's notice on either side. Following the successful completion of the probationary period, the period of notice is one month on either side.

Recruitment Process

Please include in your application:

- A completed application form;
- A brief covering letter summarising why you believe yourself to be suitable for the role and why the role appeals to you;
- A full *c.v.*

Applications should be sent:

by email to: recruitment@joh.cam.ac.uk
or by post to: HR Department, St John's College, Cambridge, CB2 1TP

to arrive no later than **9.00 am** on **Monday 22 November 2021.** Interviews are expected to be held during the week commencing **29 November 2021.**

In applying for this role, you will provide personal data which the College will process in accordance with its data protection obligations and its Data Protection Policy. Please see attached for a copy of our Data Protection Statement for further information about how we process your personal data.