ST JOHN'S COLLEGE

CAMBRIDGE

Further particulars for the post of

Help Desk Technician

IT Department

Requirement

St John's College is looking to appoint a Help Desk Technician to join the IT department. The post provides direct support to all members of the College and assistance to the members of the IT infrastructure team.

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 an efficient IT environment for users within the College, providing rapid access to resources for academic staff and a managed system for assistant staff in order to allow the College to operate effectively.

Principal Responsibilities and Duties

Job title: Helpdesk Technician

Department: IT

Responsible to: Computer Services Manager

Responsible for: The IT Department

Job Purpose: The post holder's primary responsibility will be to provide first line support to College members via the Helpdesk within its term-time fixed opening hours, and from the IT Dept office outside of Helpdesk opening hours. The College employs two Help Desk Technicians to cover the demands of this role, who between them provide cover for the hours 08:00-18:00 on weekdays. This provision of first line support contributes to an efficient IT environment for users within the College. In addition to this the post holder will take responsibility for various 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, from the Helpdesk during term-time opening hours, and from the IT office outside of Helpdesk opening hours:

    i.   Answer the departmental phone and email accounts during designated periods.

    ii.   Provide computing advice and software and hardware support to members of the College and to administrative staff.

    iii.   Provide direct support to users including first instance training.

    iv.   Draft user documentation.

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

    i.   Carry out routine clerical and administrative tasks related to the Help Desk,, such as upkeep of hardware and software inventories.

    ii.   Log all calls in the dept's 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:

    i.   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.

    ii.   Carry out preventative maintenance, fault finding and arrange for repair of broken equipment;

    iii.   Install new equipment.

4) To ensure the department completes development tasks in a timely fashion the post holder will:

    i.   Assist IT Department colleagues, notably the Computer Services Manager and two Assistant Managers (Systems and Networks), with research and implementation of new projects.

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 is desired.
- An awareness of issues relating to computer security, the Data Protection Act and General Data Protection Regulations, Health and Safety regulations and software copyright is essential.
- Experience of any or all of IP networking (including Internet access), PC hardware, Windows networks, Microsoft Windows OS, Microsoft Office including Outlook and Sharepoint, Mac hardware and OSX, internet applications including social media, is essential.
- Experience of Linux and database design and administration is desirable.
- Computing in a UK academic environment is desirable.

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 postholder must be comfortable to work as part of a small team, sharing pertinent IT-related information in timely fashion with IT Department colleagues to assure continued high levels of customer service.
- The postholder must be open to continuing professional development, including training course attendance away from the College, as part of keeping IT skills and knowledge up to date.
- The postholder must be willing to work times which support the work of the IT Dept.
- The postholder 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 £22,776- £25,386 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 contributory pension scheme after a qualifying period
- Additional Christmas salary payment
- Annual leave of 36 working days (inclusive of Bank Holidays) pro rata for those not working a 5-day week

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 nine months during which the appointment may be terminated by one month's notice on either side. Following the successful completion of the probationary period, the period of notice is three months 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 **Wednesday 25 April 2018.**

Interviews are expected to be held week commencing 7 May 2018.