Further particulars for the post of
Telephone and Computer Officer
**Requirement**

St John’s College wishes to appoint a Telephone and Computer Officer for a fixed term period of two-years.

**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 largest of the University colleges and has some 530 undergraduate and 320 post-graduate students, and around 160 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 highly international community with approximately 15% of its undergraduates and 55% of its graduates coming from overseas.

Further information on the College can be found on the College website [www.joh.cam.ac.uk](http://www.joh.cam.ac.uk)

**College Aims:** the College’s statutory aims are the advancement of education, religion, learning and research.

**Department Aims:** To provide a cost effective, efficient and timely support services, well-motivated and trained staff and appropriate revenues generation in order to enable the College to fulfil its statutory and strategic aims.

**Principal Responsibilities and Duties**

**Job title:** Telephone and Computer Officer

**Department:** IT Department

**Responsible to:** Computer Services Manager

**Job Purpose:** There are three areas of responsibilities to this role. The first is to take responsibility for the general management of the College telephones including handsets, mobile phones with the set-up of each, and also overseeing the switchboard function operated by the College Porters. The second is to originate and update technical documentation, including the creation of training and guidance documents for College staff, maintaining Frequently Asked Questions, IT Dept website, IT Dept Sharepoint documents libraries and contributing to the build of an IT Knowledge Base, and assisting IT colleagues with creation of technical documents for the College software and IT services. The third is to provide, at busy times of year, assistance to the Help Desk in dealing with queries (tickets) at basic level.

**Principal Responsibilities**

**Person specification**

1) Ensure an effective and reliable telephone service on handsets and mobiles by being responsible for the general management of all College telephones to include telephones on the University network (VOIP handsets and also mobile telephones) and commercial networks
in the College’s outside properties/hostels, advising on appropriate equipment/service as necessary. Responsibilities will cover:

- Planning and installation for new/refurbished properties/rooms or in connection with the annual Fellows’ room moves
- Administration, coding of University Telecoms invoices, external suppliers’ billing, fault reporting, recording maintenance, liaising with the University and College IT Departments and with commercial providers as appropriate,
- Updating and producing the College telephone and email directory; advising users of changes; providing information to University Telecoms for the web-based University Telephone Directory, by updating the University Lookup service.

2) To ensure the software and services used by the College are correctly documented by:

- Creating end-user guides, introductions and training materials when new (versions of) software are introduced in the College
- Working with IT Dept colleagues to ensure all software and services have technical support documentation created
- Keeping the IT Dept website content updated and relevant
- Keeping the IT Dept Sharepoint document libraries updated and relevant
- Keeping the IT Dept Frequently Asked Question updated
- Contributing to an IT Dept Knowledge Base.

3) To maximise efficiency and customer response time of the IT Dept Help Desk by:

- Answering simple queries on the ticketing system via email, phone or face-to-face during busy or short-staffed periods.

This list includes the principal accountabilities of the role but is not exhaustive. Other relevant duties may be specified by the Computer Services Manager from time to time.

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:**

- Good level of general education is essential
- Previous relevant work experience in creating and maintenance of technical documentation
- Previous relevant work experience in dealing with customers and managing customer expectation
- Excellent IT skills including competency in the use of Microsoft Office and ability to learn in-house IT systems
- An awareness of and aptitude to sufficiently learn about IT provision to be able to write about it in both non-technical (for end user) and technical (for IT Dept support) terms.

**Skills, Abilities and Competencies:**

- Excellent interpersonal and communication skills for managing customer expectations and working with colleagues
- Methodical with close attention paid to detail and house style
- Meticulous approach to maintaining records, documentation and configuration information
- Able to produce clear, concise copy in language suitable for end-users and technical IT staff
- Excellent communication skills – both written and oral – as the post involves liaising and dealing with a wide spectrum of people both inside and outside College
- Ability to work on own initiative and self-reliance in the management of own workload, under the overall direction of the Computer Services Manager
- Ability to prioritise tasks to meet a variety of deadlines and to react to changing situations
- A flexible, professional and adaptable attitude towards work and the ability to work as part of a team and to maintain effective working relationships with immediate colleagues, members of College at all levels and members of the public
- The ability to manage customer expectations, including diagnosing and rectifying simple IT problems.

**Terms and Conditions**

Length of post: Two-year fixed term post  
Salary: The salary for the post will be between £23,928.58 - £26,671.56 p.a. (depending on experience)  
Hours of work: 36.25 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)

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 Wednesday 25 March 2020. Interviews are expected to be held on Wednesday 1 April 2020.

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.