IT Support Team Leader

Candidate information pack
August 2022
Dear Prospective Candidate,

Thank you for your interest in the role of IT Support Team Leader at St John’s College, Cambridge. In this candidate pack we outline the purpose of the role and what we’re looking for in a candidate. If you’re new to the world of higher education or the University of Cambridge and its Colleges, I hope this document will give you a sense of what it’s like to work here.

This post is newly created to lead and develop the IT Support services provided by the IT Team to ensure that students, staff and fellows all receive high quality IT support.

The Support team consists of the IT Support Team Leader, an IT Support and Training Officer and an IT Support Officer.

We are looking for someone who can work hands-on delivering support day to day whilst leading and developing a small team. The postholder will need to work with the IT Director to deliver a number of planned service improvements including a new service portal and service management system, re-establishing drop-in face to face support in the College Library, providing first line support for AV systems and ensuring that high quality training is delivered to support service improvements led by other members of the IT Department.

If appointed, you will join a friendly team of nine staff in the IT department with a diverse range of skills. IT is increasingly key to the operation of the College and there is a great opportunity to get a very broad experience of IT service delivery.

Best wishes,

James Hargrave

IT Director
An overview of St John’s College, Cambridge

An inspiring place in which to work

St. John’s College is one of the largest of the University of Cambridge’s 31 colleges. Colleges are where students live, eat and socialise, and receive small group teaching sessions. St John’s has about 900 students, 160 Fellows (that is, resident academics who teach and research), and about 250 staff.

The buildings and grounds of St John’s are a magnificent environment in which to work, but it is the people of St John’s who give the place its unique identity. Diversity, independence and intellectual excellence make it a dynamic place in which people can thrive. Read more about St John’s on the College’s website: www.joh.cam.ac.uk.

The IT Department

The College has a specialist in-house IT team, led by a newly appointed IT Director. The team provides hardware, infrastructure, applications and administrative and technical support to the Fellows, students and staff of the College. An IT review has recently been conducted and the new IT Director is leading a fresh approach to the leadership and management of IT within the College.

The IT department is now working in three small teams:

Support Team – runs all the front-line services such as the helpdesk, orders IT equipment, communicates with college members, provides AV support and IT training.

Infrastructure and Cloud Transition Team – manages on-site infrastructure such as the network, firewalls, acts as the key interface to outsourced service providers and leads the ongoing cloud transition.

Business Solutions Team – works with stakeholders across the College to understand the requirements for business systems and develops and manages these systems to enhance the operations of the college.
IT Department organisational chart
Job description

Principal responsibilities

1) Manage and develop the IT support function
Work with the IT Director and the leaders of the two other teams in the IT Department to lead, manage and develop the IT support function to ensure all college members receive a high-quality IT support service.

2) Actively manage the IT Support System
Actively manage the IT support ticket system and ensure all requests are dealt with in a timely manner dealing with escalated tickets and ensuring calls raised with the other teams in the IT Department are dealt with. Work with the IT Director to develop the use of the IT support system.

3) Provide IT support to college members
Answer requests for IT support from members of the college alongside the other members of the support team.

4) Ensure a proactive approach to IT support
Take the lead in ensuring that support is proactive as well as reactive. Manage the IT inventory and ensure it is kept up to date. Ensure AV and other equipment is regularly checked and working.

5) IT Purchasing and Finance
Oversee the IT purchasing function and work with the IT Director to make sure that invoices are processed for payment.

6) Manage IT training and the support portal
Establish and keep up to date the IT support portal. Work with other members of the team to ensure that up to date knowledgebase articles are available for college members. Manage the IT training function working with the IT training and support officer and external training providers as appropriate.

7) Establish the AV support function
Establish support processes for and lead the support of AV systems across the college.
## Person specification

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<tr>
<th>Qualifications, Knowledge and Experience</th>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>• Educated to degree level in information technology, information systems, computer science or a related field, or with equivalent work experience</td>
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<td>• Experience of producing IT documentation</td>
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<td>• Experience of providing IT support to customers in person and remotely</td>
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<td>• Experience of IT purchasing and finance</td>
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<td>• Experience of providing support for AV systems</td>
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<th>Skills, Abilities and Competencies:</th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>• Ability to lead and manage a small team</td>
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<td>• Ability to communicate effectively to colleagues with a wide range of technical knowledge and abilities</td>
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<td>• Strong customer service skills</td>
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<td>• Good technical knowledge in particular the ability to support Microsoft Office 365, Microsoft Teams, Windows, Mac, Android, iOS and have an understanding of networking</td>
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<td>• Good communication, presentation and interpersonal abilities</td>
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<td>• A team player, able to work with and support other Departments across the College</td>
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<td>• An interest in and sympathy with the aims of the College</td>
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Terms and conditions

Length of post: Permanent
Hours of work: 36.25 hours per week
Salary: The salary for the post will be between £30,476.96 – £33,970.47 p.a. (depending on experience)
Location: The role is based St John’s College 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

Read more about the benefits of working at St John’s at https://www.joh.cam.ac.uk/vacancies. 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

The deadline to apply is 12 noon on 5 September 2022

For an informal discussion about the post please contact James Hargrave by email ITDirector@joh.cam.ac.uk

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

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.