



ST JOHN'S COLLEGE
UNIVERSITY OF CAMBRIDGE

IT Support and Training Officer (Maternity Cover)

Candidate information pack
September 2022

Letter from the hiring manager

Dear Prospective Candidate,

Thank you for your interest in the role of IT Support and Training Officer (Maternity Cover) 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.

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

The IT Support and Training Officer works as part of this team and in particular co-ordinates IT Training and the IT support portal including writing documentation and delivering one to one and small group training. They also work as part of the team providing an IT support service for college members in person and remotely.

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.

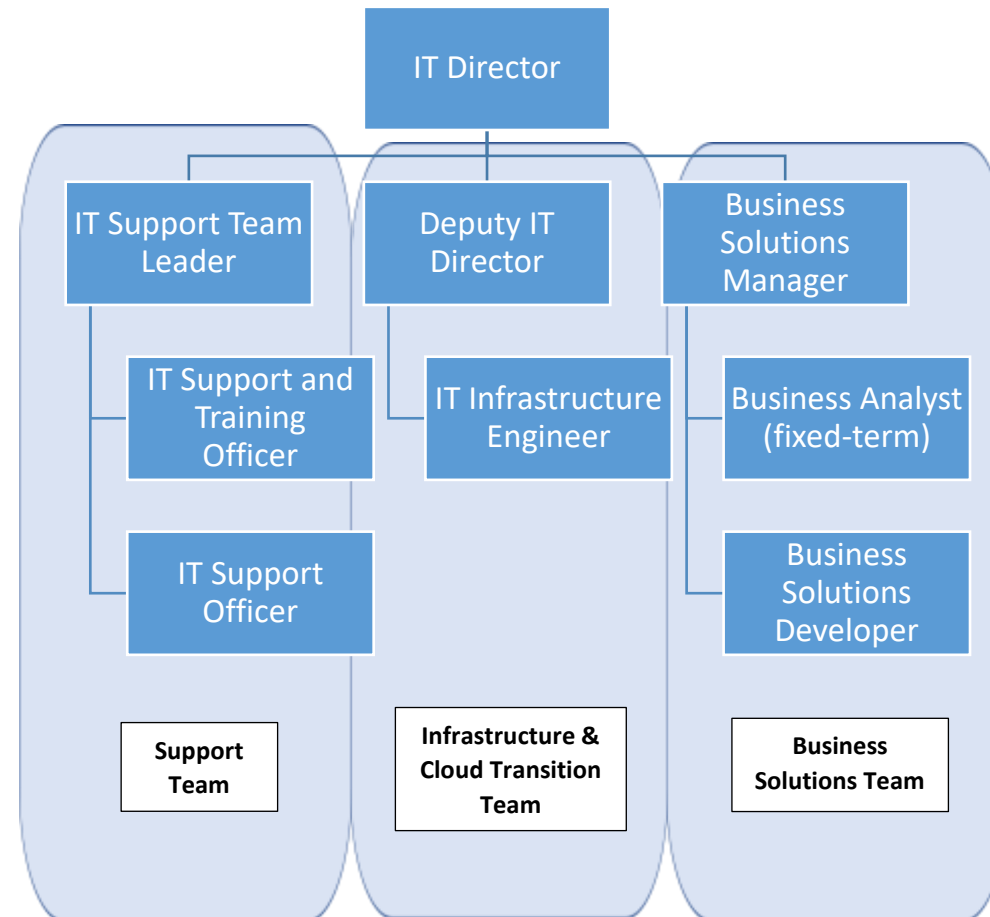
The IT department is now working in three small teams:

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) Provide IT support to college members

Answer requests for support from members of the college in person and remotely and ensure all college members receive a high-quality IT support service.

2) Co-ordinate IT training

Co-ordinate the IT training function working with the IT Support Team Leader and external training providers as appropriate. Deliver small group and one to one training sessions for college members.

3) Co-ordinate the Support Portal

Ensure the IT support portal is kept up to date. Work with other members of the team to ensure that up to date knowledgebase articles are available for college members.

4) IT Support System

Work using the IT support ticket system to ensure requests are dealt with in a timely manner and ensuring calls raised with the other teams in the IT Department are dealt with. Work with the IT Support Team Leader to develop the use of the IT support system.

5) Ensure a proactive approach to IT support

Ensure that support is proactive as well as reactive. Ensure the IT inventory is kept up to date. Ensure AV and other equipment is regularly checked and working.

6) IT Purchasing and Finance

Assist with the IT purchasing function and make sure that invoices are processed for payment

Person specification

	Essential	Desirable
Qualifications, Knowledge and Experience	<ul style="list-style-type: none"> • A good general standard of education • Experience of providing IT support to customers in person and remotely • Experience of providing IT training • Experience of producing IT documentation 	<ul style="list-style-type: none"> • Experience of IT purchasing and finance
Skills, Abilities and Competencies:	<ul style="list-style-type: none"> • Ability to communicate effectively to colleagues with a wide range of technical knowledge and abilities • Strong customer service skills • Technical knowledge in particular the ability to support Microsoft Office 365, Microsoft Teams, Windows, Mac, Android, iOS and have an understanding of networking • Good communication, presentation and interpersonal abilities • A team player, able to work with and support other Departments across the College • An interest in and sympathy with the aims of the College 	

Terms and conditions

Length of post: 10 months (Maternity Cover)

Hours of work: 36.25 hours per week

Salary: The salary for the post will be between £26,610.44 and £28,867.38 pro rata. (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 14 September 2022**

We will be interviewing candidates as applications come through and we therefore reserve the right to close this vacancy early if we find a suitable candidate. Early applications are encouraged.

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.



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