

Job title	Chief IT Technician
Grade	5
Salary range	£29,605- £33,966 per annum
Staff Group	Assistant
Department / Institution	Faculty of Human, Social, and Political Science

## Role-specific information

### Role Summary

The Chief IT Technician works within the Front-line IT Services team providing first and second line IT Support services for a number of City Centre Institutions within the School of the Humanities and Social Sciences. This includes the Faculty of Human, Social, and Political Science, the Department of History and Philosophy of Science, the Whipple Museum and the Museum of Archaeology and Anthropology.

The role holder will play a key part in providing support for a wide range of users to resolve technical issues. The role-holder should have a broad technical knowledge and understanding of IT systems and have excellent interpersonal skills.

The role holder will work alongside others based in the Centre of Cambridge to provide a central service desk function. Agile and responsive local onsite support is essential and the role holder will assist other IT Technician colleagues in resolving technical issues and problems. The role-holder will also work with the Infrastructure team as required on broader projects and system improvements.

The Service Desk is the central point of contact for IT queries from academics, students, and staff in the City Centre Institutions. The Chief IT Technician will provide a friendly, effective, and efficient service for a diverse set of users and requirements.

This is a varied role, requiring excellent communication and customer service skills.

In this role you will be required to:

- Respond positively to end-user calls, emails or raised tickets, resolve immediately where possible and if not triage, route quickly and effectively to appropriate contact.
- Work closely with the Front-Line IT service manager to ensure that the Service Desk standards of customer service are maintained and improved.
- Provide guidance and support to junior IT Technicians.
- Contribute to and deliver enhancements in liaison with the Infrastructure and Development team that support the continuous improvement of systems, processes, and controls within the team.

# Key Responsibilities

<b>Customer Service Support</b>
<ul style="list-style-type: none"><li>• Act as a routine point of contact, receiving and handling requests for support.</li><li>• Respond to a broad range of service requests for support by providing information to fulfil requests or enable resolution.</li><li>• Provide first- and second-line investigation and diagnosis and allocates unresolved issues as appropriate.</li><li>• Creates and contributes to support documentation.</li></ul>
<b>Incident and Problem Management</b>
<ul style="list-style-type: none"><li>• Investigate problems in systems, processes and services.</li><li>• Assist with the implementation of agreed remedies and preventative measures.</li><li>• Follow agreed procedures for identifying, registering and categorising incidents.</li><li>• Maintain records and advises persons of actions taken.</li></ul>
<b>Systems installation/decommissioning</b>
<ul style="list-style-type: none"><li>• Install or remove hardware and/or software, using supplied installation instructions and tools including, where appropriate, handover to end-users.</li><li>• Conduct tests, correct malfunctions, and document results in accordance with agreed procedures.</li><li>• Maintain accurate records of user requests, contact details and outcomes.</li><li>• Contribute to the development of installation procedures and standards.</li></ul>
<b>Application Support</b>
<ul style="list-style-type: none"><li>• Identify and resolve issues with applications.</li><li>• Use application management software and tools to collect performance statistics.</li><li>• Carry out agreed applications maintenance tasks.</li></ul>
<b>Network Support</b>
<ul style="list-style-type: none"><li>• Identify and resolve network problems, following agreed procedures.</li></ul>
<b>IT Infrastructure</b>
<ul style="list-style-type: none"><li>• Contribute to the implementation, maintenance, installation and decommission of services.</li><li>• Identify operational problems and contribute to their resolution.</li></ul>
<b>Database administration</b>
<ul style="list-style-type: none"><li>• Use database management system software and tools to collect agreed performance statistics.</li><li>• Carry out agreed database maintenance and administration tasks.</li></ul>

## Person Profile

This section details the knowledge, skills and experience we require for the role.

<b>Education &amp; qualifications</b>	<ul style="list-style-type: none"> <li>Educated to A level qualifications or equivalent level of practical experience.</li> </ul>
<b>Specialist knowledge &amp; skills</b>	<ul style="list-style-type: none"> <li>A good, up to date, working knowledge of current computer hardware and software including the support and management of desktop systems operating in a client server environment.</li> <li>Clearly developed customer service skills.</li> <li>Experience of scripting or coding in at least one language (e.g. PowerShell, Python, PHP etc.)</li> <li>A good working knowledge of a second operating system (e.g. Mac OS X or Linux).</li> <li>Strong ability to build relationships at all levels of the organisation.</li> <li>Ability to manage and prioritise own tasks.</li> </ul>
<b>Interpersonal &amp; communication skills</b>	<ul style="list-style-type: none"> <li>Highly proactive, dynamic and enthusiastic.</li> <li>Excellent verbal and written communications skills are critical for the role.</li> <li>Be able to communicate clearly on a wide range of technical issues with people at all levels and enjoy helping people with their problem or request.</li> <li>Be able to empathise with users and handle potentially difficult or stressful situations diplomatically and efficiently.</li> </ul>
<b>Relevant experience</b>	<ul style="list-style-type: none"> <li>Experience in a service environment dealing with people, enquiries and problems.</li> <li>Experience of working in an IT related function.</li> <li>Experience of working in a team.</li> </ul>
<b>Additional requirements</b>	<ul style="list-style-type: none"> <li>The role holder should be sufficiently physically fit to be able to move and carry IT equipment and have the ability to work flexibly and travel between different sites in Cambridge as required.</li> </ul>

## Terms and Conditions

<b>Location</b>	Cambridge, multiple physical site support requirement. One day a week remote work may be possible on appointment and with management approval.
<b>Working pattern</b>	Full time
<b>Hours of work</b>	Your normal hours of work are 36.5 hours per week, Monday to Friday. Your times of work will be notified to you by your institution.
<b>Length of appointment</b>	Permanent
<b>Probation period</b>	6 months
<b>Annual leave</b>	<p>Full time employees are entitled to annual paid leave of 36 days inclusive of public holidays. For part-time employees, annual leave will be pro rata'd based on days worked.</p> <p>Paid holiday entitlement will increase by one day after nine years' unbroken service and thereafter by one additional day for each period of three years' unbroken service up to a maximum of four additional days after eighteen years' service.</p>

	This entitlement is pro rata in the holiday year of commencement of employment and in the year your employment terminates.
<b>Pension eligibility</b>	Cambridge University Assistants' Contributory Pension Scheme (CPS). Pension scheme details, including information about the legal requirement for the University to automatically enrol its eligible jobholders into a qualifying workplace pension scheme from 1 March 2013, is available at: <a href="http://www.pensions.admin.cam.ac.uk/">http://www.pensions.admin.cam.ac.uk/</a> .
<b>Retirement age</b>	The University does not operate a retirement age for assistant staff.

## Screening Check Requirements

We have a legal responsibility to ensure that you have the right to work in the UK before you can start working for us. If you do not have the right to work in the UK already, any offer of employment we make to you will be conditional upon you gaining it. If you need further information, you may find the Right to Work page within the 'Applying for a job' section of the University's Job Opportunities pages helpful (please see <http://www.jobs.cam.ac.uk/right/have/>). The nature of this role means that the successful candidate will also need to undergo a health assessment.

## Application Process

To submit an application for this vacancy, please click on the link in the 'Apply online' section of the advert published on the University's Job Opportunities pages. This will route you to the University's Web Recruitment System, where you will need to register an account (if you have not already) and log in before completing the online application form.

The closing date for applications is midnight on 27<sup>th</sup> May 2024. Interviews will be held as soon as possible thereafter.

Informal enquiries are welcomed and should be directed to Andy Judd (Email: [atj20@cam.ac.uk](mailto:atj20@cam.ac.uk)). If you have any queries regarding the application process, please contact [hr@hsps.cam.ac.uk](mailto:hr@hsps.cam.ac.uk). Please quote reference JB41274 on your application and in any correspondence about this vacancy.

## General Information

### The University of Cambridge

The University of Cambridge is one of the world's oldest and most successful universities. We are a renowned centre for research, education, and scholarship that makes a significant contribution to society. The University is consistently ranked amongst the top universities in the world. Our affiliates have won more Nobel Prizes than any other University.

Our sustained pursuit of academic excellence is built on a long history of first-class teaching and research within a distinctive collegiate system. For eight centuries our ideas and innovations have shaped the world. Our principal goal is to remain one of the world's leading universities in an increasingly competitive global higher education sector. Today the University of Cambridge is at the centre of a cluster of over 4,300 businesses employing 58,000 people.

Our capital investment projects include the West Cambridge site, the North West Cambridge development and the growth of the Biomedical Campus in the south of the city. The North West Cambridge development includes the opening of a primary school – the first in the UK to be managed by a University. So we are

deeply embedded in, and committed to serving, our local community. These are all conspicuous signs of a University that is not only adapting to new needs, but also anticipating the future.

## About Us

The University is one of the world's leading academic centres. It comprises 150 faculties and departments, together with a central administration and other institutions. Our institutions, museums and collections are a world-class resource for researchers, students and members of the public representing one of the country's highest concentrations of internationally important collections. The University has an annual income of £2 billion. Research income, won competitively from the UK Research Councils, the European Union (EU), major charities and industry, exceeds £500 million per annum and continues to grow.

The Colleges and the University remain committed to admitting the best students regardless of their background and to investing considerable resources both in widening access and financial support. The 31 Colleges are self-governing, separate legal entities which appoint their own staff. Many academic staff are invited to join a College as a Teaching Fellow, which provides a further social and intellectual dimension. The Colleges admit students, provide student accommodation and deliver small group teaching. The University awards degrees and its faculties and departments provide lectures and seminars for students and determine the syllabi for teaching and conducting research.

Our instinct for seeking out excellence and setting up enduring and mutually beneficial collaborations has led us to establish strategic partnerships across the globe. Whether it is the successful Cambridge-Africa Programme involving universities in Ghana, Uganda and elsewhere on the African continent; or the close association with the government of India to pursue new research in crop science; or the creation, with Germany's Max Planck Institutes, of a Cambridge-based centre for the study of ethics, human economy and social change – international partnerships are now an inextricable part of the University's make-up.

## The Faculty of Human, Social and Political Science

The Faculty of Human, Social, and Political Science at the University of Cambridge was created in 2011 out of a merger of the Faculty of Archaeology and Anthropology and the Faculty of Politics, Psychology, Sociology and International Studies.

The Faculty houses 4 departments:

- Department of Archaeology (including the McDonald Institute for Archaeological Research),
- Department of Social Anthropology (including the Museum of Archaeology and Anthropology),
- Department of Politics and International Studies and;
- Department of Sociology.

The Faculty is currently spread across several sites. The Department of Archaeology is spread across the Downing Site and Henry Wellcome Building. The Department of Social Anthropology is on Free School Lane. The Department of Sociology is at Mill Lane, The Department of Politics & International Studies is located at the Alison Richard Building on the Sidgwick Site.

Support is also provided to Department of History and Philosophy of Science, the Whipple Museum and the Museum of Archaeology and Anthropology.

## The School of the Humanities and Social Sciences

The School of the Humanities and Social Sciences includes a wide range of disciplines with differing methodologies, from highly quantitative analysis of 'big data' to ethnography and the analysis of the material culture and thought of past societies.

The geographical range is equally broad, with Centres of African, Latin American and South Asian Studies, and specialists within each Department or Faculty. Each institution has its own well developed research profile, but increasingly we are working across disciplinary boundaries within the School and with colleagues in other Schools.

The School is participating in university-wide Strategic Research Initiatives such as public health, global food security, energy and conservation which bring the insights of social sciences to bear on some of the major issues facing the world today; Cambridge is one of the world's leading centres for science, technology and medicine, and the social sciences are now playing an increasingly important role in understanding the social, political and economic contexts. We are fortunate in the provision of research funds from the Philomathia Foundation for the Social Science Research Programme. The School is, in terms of student numbers, the largest of the six Schools in the university.

## Working at the University

Working at Cambridge you will join a diverse, talented and innovative community, with more than 18,000 students and over 16,000 staff from all walks of life and corners of the world. The University continually explores strategies to attract and retain the best people. It is committed to supporting its staff to achieve their best. We are a fair, diverse and inclusive society and we believe our staff are our greatest asset. There is strong commitment to developing institutional leadership and supporting and encouraging staff development at all levels.

We offer a variety of roles including academic, research, professional, managerial and support roles. We also offer extensive benefits and excellent learning opportunities within a stimulating working environment. The University's estate is undergoing the most significant transformation in its history. Cambridge has been able to create a new science and technology campus to the west of the city centre, and is now expanding further to the north west of Cambridge including investing in affordable homes for University key workers and community facilities. Even with our continued development, the University remains within walking or cycling distance across the campus. The University is a major partner on the Cambridge Biomedical Campus and we continue to redevelop our historic city centre sites demonstrating our determination to ensure that we can offer the best facilities and opportunities for our staff and students.

## Equality and Diversity

The University has built its excellence on the diversity of its staff and student community. We aim to be a leader in fostering equality and inclusion, and in promoting respect and a sense of belonging for all. We encourage applications from all sections of society. All appointments are made on the basis of merit. We have an Equal Opportunities Policy, along with a range of diversity networks for women, black and minority ethnic and lesbian, gay, bisexual and transgender staff. More details are available here: <http://www.equality.admin.cam.ac.uk/>

The University has a bronze Race Equality Charter award, with framework for improving the representation, progression and success of minority ethnic staff and students within higher education. Furthermore, the University's Athena SWAN award recognises and celebrates good practice in recruiting, retaining and promoting women.

## Living in Cambridge

From beautiful University and College buildings, museums and art galleries, quaint gardens and punts on the River Cam, to a vibrant restaurant and café scene, our employees are surrounded by the wonderful features of this unique city.

You can find a wide-range of high street shops and 3 shopping centres, with independent alternatives at the

historic market and nestled within the passageways in the city centre. You will find a cinema, bowling alley, a nightclub and various live performances At the Cambridge Leisure Park, with further entertainment options at the Corn Exchange, Arts Theatre and the ADC Theatre. Further information can be found on the [Visit Cambridge](#) website.

If you prefer the faster pace of life, London is a 45 minute train journey away. For those travelling from overseas, Stansted Airport is just 45 minutes away and Heathrow Airport under 2 hours away. The University is a short distance from a host of other attractions such as Ely Cathedral, Newmarket Races and various wildlife parks and stately homes. Cambridge is also within easy reach of the beautiful Broads and coastlines of Norfolk and Suffolk.

## **Relocation Support**

The University recognises the importance of helping individuals to move and settle into a new area. We provide support and guidance to those relocating internationally or domestically to take up a post at the University of Cambridge, liaising with other University offices and selected partners to ensure comprehensive relocation support is available. This includes: accommodation, childcare, schools, banking, immigration and transport. If you would like further information, please visit <https://www.accommodation.cam.ac.uk/>. The Shared Equity Scheme and the Reimbursement of Relocation Expenses Scheme provide financial assistance to qualifying new members of staff with the costs of relocating to Cambridge.

## **Accommodation Service**

The University Accommodation Service helps staff, students and visiting scholars who are affiliated to the University in their search for suitable accommodation in Cambridge. The dedicated accommodation team can provide access to a wide range of University-owned furnished and unfurnished properties, and has a database of private sector accommodation available for short and long-term lets. For further information and to register with this free service please visit <https://www.accommodation.cam.ac.uk/>

## **What Cambridge can offer**

We offer a comprehensive reward package to attract, motivate and retain high performing staff at all levels and in all areas of work.

The University offers a wide range of competitive benefits, from family leave entitlement, to shopping and travel discount schemes. Our generous annual leave package contributes to the positive wellbeing of our University employees. Sabbatical leave enables academics to focus on research and scholarship, whilst still maintaining their full salary. The University also has a [career break scheme for academic and academic-related staff](#), with additional flexible working policies for all other staff.

## **Pay and benefits**

The University salary structure includes automatic service-related pay progression in many of its grades and an annual cost of living increase. In addition to this, employees are rewarded for outstanding contribution through a number of regular pay progression schemes. The University offers attractive pensions schemes for employees, with an additional benefit of a salary exchange arrangement providing tax and national insurance savings. Payroll giving is also a simple, tax-efficient way for employees to make monthly donations to charity.

## **CAMbens employee benefits**

We offer a CAMbens scheme for University employees, providing access to online and in-store shopping discounts and cashback. With more than 2,000 participating retailers, employees can save money on a wide range of household expenses, from groceries and clothes, to holidays and insurance and much more. A range of local discounts are also available,

helping employees to save money whilst also supporting local Cambridge businesses and a CAMbens Cycle to Work salary sacrifice scheme is also available, which enables employees to save money on transport costs. A 10% discount rate on the [purchase of train season tickets, bulk buy tickets](#) and an interest free travel to work loan are also available for staff of the University.

### **Family-friendly policies**

The University recognises the importance of supporting its staff. We have a range of family-friendly policies to aid employees' work-life balance including a generous maternity, adoption and shared parental leave entitlement of 18 weeks full pay and emergency family care support via My Family Care. Other family-friendly support includes: Our highly regarded workplace nurseries, a childcare salary exchange scheme and a high-quality holiday Playscheme may be available to help support University employees with caring responsibilities (subject to demand and qualifying criteria). Further childcare information can be found here: <https://www.childcare.admin.cam.ac.uk/>

The [Newcomers and Visiting Scholars Group](#) is an organisation within the University run by volunteers whose aim is to help newly arrived wives, husbands, partners and families of Visiting Scholars and members of the University to settle in Cambridge and give them an opportunity to meet local people. The Office of Postdoctoral Affairs supports the postdoctoral community within Cambridge. Further details are available here: <https://www.opda.cam.ac.uk/>

### **Your wellbeing**

The University's Sport Centre, Counselling Services and Occupational Health are just some of the support services available to University employees to promote their physical and mental wellbeing. There are many societies in Cambridge catering for almost every taste and interest. Whether you want to take part in a sport, participate in music or drama, pursue a hobby, or join a political group, you will almost certainly find that a society exists for this purpose. The University also hosts the [Cambridge Science Festival](#) and [Cambridge Festival of Ideas](#), as well as [Open Cambridge](#) weekend, which together attract over 50,000 visitors per year. The festivals are a great opportunity to get your first taste of public engagement, through volunteering, supporting hands-on activities or proposing a talk.

### **Development opportunities**

We support new employees to settle in through various activities. The encouragement of career development for all staff is one of the University's values and we put this into practice through various services and initiatives. Our Personal and Professional Development Department provides development opportunities and courses for all University employees. These include face-to-face sessions, online learning modules and webinars. Employees may also apply for financial support to undertake training that will lead to a qualification. We offer reduced staff fees for University of Cambridge graduate courses and the opportunity to attend lectures and seminars held by University departments and institutions. The CareerStart@Cam programme also supports employees in assistant staff roles who do not hold higher education qualifications to develop their skills, experience and qualifications.

## **Information if you have a Disability**

The University welcomes applications from individuals with disabilities. We are committed to ensuring fair treatment throughout the recruitment process. We will make adjustments to enable applicants to compete to the best of their ability wherever it is reasonable to do so and, if successful, to assist them during their employment. Information for disabled applicants is available at <http://www.admin.cam.ac.uk/offices/hr/staff/disabled/>

If you prefer to discuss any special arrangements connected with a disability, please contact Faculty HR Team via [hr@hsp.cam.ac.uk](mailto:hr@hsp.cam.ac.uk) Alternatively, you may contact the HR Business Manager responsible for the department you are applying to via [hrenquiries@admin.cam.ac.uk](mailto:hrenquiries@admin.cam.ac.uk)