JOB TITLE:    COMPUTER ASSOCIATE
REPORTS TO:  IT MANAGER

Background

Cambridge Judge Business School has grown significantly in recent years, in terms of numbers of staff, students and educational programmes. The School user community is diverse, demanding and international. There are currently about 600 users, including teaching and research staff, administrative and support staff, visiting academics and participants on Executive Education courses and events.

The School’s IT infrastructure comprises over 450 PCs, approximately 200 staff and student laptops, over 50 virtual servers, 25 networked multi-function printers, three fully digitally equipped lecture theatres and 12 digitally equipped seminar/meeting rooms used daily by the members of the School and the many external VIP/visitors, during and outside University term time.

The role

The purpose of this role is to provide first class user, IT support services, by responding to support calls logged on the service desk as well as face to face queries, questions and IT emergencies brought up by staff, students and visitors to the School. IT support at Cambridge Judge Business School is broad, and this role will be expected to learn and adapt quickly to new systems and services.

The IT team aims to provide reliable, resilient, responsive and relevant IT systems and services to the multinational students and teaching, research and support staff. To ensure the delivery of the expected services and support this role requires a strong commitment to excellence, excellent technical knowledge, professionalism and human interaction at all levels. The post holder will be an important member of the School’s IT team.

The role holder will be required to work occasional unsocial hours.
MAIN RESPONSIBILITIES

Management and maintenance of IT equipment

- Provide first line user support and desktop support services to a very demanding user community. Troubleshoot and resolve user queries on a whole raft of subjects including desktop PCs, laptop computers, tablets and networked printers (MFDs), projectors and so on.
- Install and maintain standard software on desktops.
- Create and maintain a robust procedure for installing specialist software.
- Data backup and restore.
- Configure, monitor and maintain virtual machines (VMs).
- Assist in the configuration and maintenance of switches and maintain network patch cabling.
- User administration, e.g. passwords, accounts.
- Joint (or provides input to) selection of hardware and software to purchase.
- Maintain and service MFD Printers including replacement of toner, rollers, fuser units, transfer kits, imaging drums and so on.

Provision of technical support

- Respond to technical queries, problems (potentially complex) and other requests for help (including first line support to users of School workstations and technical assistance to academic and professional staff).
- Advise on suitable hardware and software for projects/tasks.
- Arrange equipment repair.

Project work

- Project work to develop, maintain and improve systems, software and hardware.
- Undertake a wide range of projects for the client group and works closely with colleagues to ensure IT solutions are fit for purpose.

Communications technology

- Install and maintain VoIP Telephone.
- Provide support for smartphones and tablets. To include set-up, synchronisation and troubleshooting.

Development

- Develop new services including provision and support for Apple, Windows and Android devices.
- Work with the Systems Development Team to improve bespoke software applications.
- Contribute significantly to departmental/unit computer policy and strategy.
- Input to planning accommodation and allocation of desks.
- Actively seek feedback from users.
Provision of reports, documentation, advice and training

• Produce weekly formal technical reports for senior colleagues on project progress, service availability and faults.
• Write documentation (or provides updates) for users of local systems and colleagues.
• Administer online documentation for users.
• Occasionally present ‘in-house’ training or induction.

Licences and security

• Ensure compliance with software licensing for the Department.
• Maintain list of licensed software.
• Purchase software licences for training area/desktop machines.
• Maintain and monitor network security according to access policy.

Professional knowledge

• Keep up-to-date with latest information.
• Read specialist mailings and websites.
• Talk to vendors and other IT staff to share knowledge, e.g. TechLink.
• Attend seminars and training courses.

The person

The ideal candidate should have the following qualities, skills and attributes. You are asked to demonstrate how your own experience meets these requirements in the ‘suitability for the role’ section of the online application form.

• Educated to at least A-level standard, preferably to degree level.
• Recognised industry qualification (Microsoft, Apple, Cisco).
• Good knowledge of Microsoft Windows operating systems.
• Working knowledge of Apple operating systems.
• Microsoft Office 365 experience (user/administration).
• Networking experience.
• Quick learner and problem solver.
• Ability to communicate effectively, efficiently and courteously at all levels.
• Strong customer service skills.
• Excellent telephone skills.
• Practical experience of working in a fast paced IT support role.
• Broad experience and understanding of modern IT infrastructure.
• Active Directory administration.
• Network security including firewall configuration/rules.
• Willingness and ability to work out of hours, sometimes at short notice.
• Team work is essential for this post as well as being able to work without supervision.
• Flexible attitude and able to work Saturdays (approximately two per month).

Benefits

This is a full-time position and the salary will be in the range £29,799-£38,833 per annum. There will be a nine month probationary period. Holiday entitlement is 33 days per annum plus eight days of public holidays.

The full incremental salary range for the position is advertised in order to demonstrate the progression for the Grade. In the majority of cases appointments will be made at the Grade minimum; only in very specific exceptional circumstances can a higher salary be offered.

The University of Cambridge comprises more than 150 departments, faculties, schools and other institutions, plus a central administration and 31 independent and autonomous Colleges. It is one of the world’s oldest and most successful Universities, with an outstanding reputation for academic achievement and research.

With excellent benefits, extensive learning opportunities and a stimulating and attractive environment, the University of Cambridge is a great place to work. Our employees are eligible for a wide range of competitive benefits and services. We give them access to numerous discounts on shopping, health care, financial services and public transport.

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: www.pensions.admin.cam.ac.uk.

We have two nurseries and a holiday play scheme to help support those with childcare responsibilities and we offer various types of family-friendly leave to aid employees’ work-life balance. In addition we operate a number of initiatives to promote career development, health and well-being.

Further details can be found at www.admin.cam.ac.uk/offices/hr/staff/benefits. There is also a range of information about living and working in Cambridge at www.jobs.cam.ac.uk.

Application arrangements

To submit an application for this vacancy, please search for this position on the University’s Job Opportunities website at www.jobs.cam.ac.uk and click on the "Apply online" button at the bottom of the relevant job description. 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 17 November 2017.

Applicants are required to provide details of two referees. These will not be contacted unless the applicant is shortlisted.
Equality of opportunity at the University

The University of Cambridge is committed to a proactive approach to equality, which supports and encourages all under-represented groups, promotes an inclusive culture and values diversity. Entry into employment with the University is determined by personal merit and by the application of criteria required for the post. No applicant for an appointment or member of staff will be treated less favourably than another on the grounds of sex (including gender reassignment), marital or parental status, race, ethnic or national origin, colour, disability (including HIV status), sexual orientation, religion, age or socio-economic factors.

The University has various diversity networks which help it to progress equality; these include the Women’s Staff Network, the Disabled Staff Network, the Black and Minority Ethnic Staff Network and the Lesbian, Gay, Bisexual and Transgender Staff Network. In addition, the University was ranked in the top 100 employers for lesbian, gay and bisexual (LGB) staff in Stonewall’s Workplace Equality Index 2011.

Information if you have a disability

The University welcomes applications from individuals with disabilities and is committed to ensuring fair treatment throughout the recruitment process. Adjustments will be made, wherever reasonable to do so, to enable applicants to compete to the best of their ability and, if successful, to assist them during their employment.

We encourage applicants to declare their disabilities in order that any special arrangements, particularly for the selection process, can be accommodated. Applicants or employees can declare a disability at any time.

Applicants wishing to discuss any special arrangements connected with their disability can, at any point in the recruitment process, contact a member of Cambridge Judge Business School’s HR team who are responsible for recruitment to this position, on (01223) 768497 or by email on hr@jbs.cam.ac.uk. Alternatively, applicants can contact the HR Business Manager responsible for the department they are applying to via hrenquiries@admin.cam.ac.uk.