JOB TITLE: JUNIOR SYSTEMS ADMINISTRATOR (FIXED TERM)

REPORTS TO: IT MANAGER

Background

The Cambridge Judge Business School has grown significantly in recent years, in terms of numbers of staff, students and educational programmes. There is a large base of varied and demanding users and complex administrative systems requiring significant support services. The School's largest educational programme, the Cambridge MBA, operates in a highly competitive global market. Moreover, the quality of support services, especially IT is a significant influence on student choice of institution. Majority of our students pay premium fees, and most come from corporate backgrounds, meaning that their service expectations are very high. Thus, there are dual demands on the IT team – a need to deliver high-quality front-line IT user support and the provision of top-quality infrastructure support services.

The School's user community is diverse, demanding, international and growing. There are currently about 1,000 active users, including teaching and research staff, administrative and support staff, visiting academics and delegates to Executive Education programmes and events. The role holder provides a variety of services mostly behind the scenes but also covering the public face of computing at the School providing user support across the board. Predominantly this role is about network support, systems administration, user support and security services both proactive and reactive, assisting with management of all systems. The role holder also provides support and services for specific systems projects based and helps maintain, deliver, support and plan upgrades to the School's computing services.

The School's on premise IT infrastructure comprises over 600 PCs, approximately 200 staff and student laptops, over 60 virtual servers, 30 networked multi-function devices, five digitally-equipped lecture theatres and 25 digitally-equipped seminar/meeting rooms used daily by the members of the School and external VIP/visitors, during and outside University term time. The School has a significant and growing cloud presence utilising the Microsoft technology stack.

The role

The role holder is a member of the IT team which comprises of 15 full-time staff. The role helps in ensuring the delivery of a reliable and robust network and its associated services. The role holder will, after training, be working on a number of core systems ranging from Windows and Linux servers (builds, file, print, application and web), server patching and maintenance, basic network switch configuration and network administration along with a broad range of technologies and services as required.

The role holder will work with the wider IT team ensuring all services are available to staff and students. This involves helping to ensure that servers, PCs and network infrastructure equipment are both reliable and secure and are providing all the software and services required by the School. The role requires the
troubleshooting of network and server problems and working closely with the Systems Team to resolve and document them.

**Main responsibilities**

**Network & systems administration**

The role holder will be expected to absorb knowledge growing into the role through professional training courses and working with colleagues. The on the job learning will include assisting senior IT staff with new and existing services and systems, supporting with systems administration tasks including:

- Assisting with the administration of on-premise servers including Windows and Linux machines.
- Assisting with the administration of virtual and cloud-based infrastructure and applications.
- 1st and 2nd line support – resolving IT issues or escalating to 3rd line support as required.
- Back-up and restoring routines.
- Assisting with the production of documentation for systems and networks services.
- Becoming familiar with the departmental security systems including firewalls, anti-virus and VPN.
- Assisting with the administration Azure cloud, SAN and NAS file storage.
- Maintaining network security, responding to resolving or escalating security incidents.
- Assisting with system upgrades and patches.

**Research**

- Keeping up to date with hardware and software developments.
- Investigating and researching new technologies.
- Researching solutions to novel problems with no single solution and deciding on the best path to take.
- Reading and searching product documentation when configuring network equipment and software.
- Meeting with and having telephone discussions with specialist vendors.
- Attending University and external training seminars on relevant IT technologies.
- Attending training courses to attain industry standard IT qualifications.
- Working with internal and University colleagues to share knowledge and experience.

**Project support**

- Working with colleagues to support other areas of the School as required.
- The role holder will also take an active part in the IT team's projects throughout the year. These will include maintenance projects, upgrading existing systems, introducing new hardware and software systems and generally taking an active role in the team's projects as required. Examples of recent projects include:
  - Office 365 and SharePoint online
  - Azure services
Network redesign and upgrade
Disaster recovery site provisioning
KACE Systems management
Microsoft Dynamics CRM.

**Documentation control**

- Documenting of standard IT processes, creating and maintaining a document library on SharePoint.
- Ensuring that all core systems are documented and that this documentation is kept up to date.

**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.

**Essential**

- Educated to at least A-level standard as a minimum (educated to degree level is highly desirable with the ability to learn quickly on the job).
- Technical troubleshooting skills with the ability to analyse problems quickly and to develop and implement an appropriate solution.
- Demonstrable knowledge of computer hardware, network operations and maintenance.
- Knowledge of emerging technology trends.
- Understanding of cloud-based computing concepts.
- Willingness to learn and develop.
- Ability to communicate effectively, efficiently and courteously at all levels.
- Ability to build appropriate rapport and have a positive and professional working relationship with co-workers and consultants.
- Assisting with out of hours emergencies and time-sensitive issues when required.
- Excellent organisational skills.
- Ability to work alone and without supervision.

**Desirable**

- Windows Systems Administration experience.
- Knowledge of Linux and OSX.
- Networking experience or qualifications.
- Knowledge of the Microsoft technology stack.
- Demonstrable experience of working in an IT systems, networking or technical support role.
Benefits

This is a full-time job, working 36.5 hours per week. There will be a six-month probationary period. Holiday entitlement is 28 days per annum plus eight days of public holidays. The salary will be in the range £28,660-£34,189 per annum.

This post is offered on a one-year fixed term basis due to limited funding.

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. We also offer tax-efficient bicycle and car lease schemes. Staff will automatically be enrolled to become a member of CPS (Contributory Pension Scheme) – a defined benefit and defined contribution pension scheme. For further information please visit: 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 11 August 2019.

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) 339637 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.