Cambridge Judge Business School

Further particulars

JOB TITLE: JUNIOR COMPUTER ASSOCIATE (FIXED TERM)

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 user community at the Business School is diverse, demanding and international. There are currently about 1,200 users, including teaching and research staff, administrative and support staff, students, visiting academics and participants in our Executive Education programmes.

The School’s IT estate is large and diverse comprising of over 500 managed PCs, approximately 200 staff and student laptops, 30 networked multi-function printers, five fully digital lecture theatres and 30 digital seminar and meeting rooms used daily by the members of the School and the many external VIPs and visitors, during and outside the University's term time. We operate on hybrid infrastructure utilising the Microsoft technology stack.

The role

The purpose of this role is to provide first class 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 the Business School is broad, the role holder 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, good technical knowledge, professionalism and great interpersonal skills all levels. The work is varied, interesting and can be challenging.

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

Main responsibilities

Technical support

- Troubleshoot and resolve user queries on a range of subjects including desktop PCs, laptop computers, tablets and networked print services.
- Respond to technical queries, problems and requests for help including first line support to users of School workstations and technical assistance for academic and professional staff.
• Install and support software on desktops and laptops.
• User account administration.
• MFD (multi-function device) support.
• Analyse service desk tickets, spot common trends and underlying problems.
• Update self-help documents so staff and students can try to fix problems themselves.
• Work with field engineers or suppliers to resolve issues.
• Test and fix faulty equipment.

Communications technology

• VoIP telephone installation, support and maintenance.
• Support for mobile devices including set-up, configuration and troubleshooting.

Provision of reports, documentation, advice and training

• Produce formal technical reports for senior colleagues on project progress, service availability and faults.
• Write documentation (or provide updates).
• Occasionally present ‘in-house’ training or inductions.

The person

The ideal candidate should have the following qualities, skills and attributes. You are asked to provide a CV and a covering letter demonstrating how your own experience meets these requirements:

• 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 iOS.
• Microsoft Office 365 experience (user / administration).
• Quick learner.
• Problem solver.
• Must be calm and patient under pressure.
• Ability to communicate effectively, efficiently and courteously at all levels.
• Excellent customer service skills.
• Excellent telephone skills.
• Practical experience of working in a fast-paced IT support role.
• Broad understanding of modern IT infrastructure in higher education.
• Knowledge of Active Directory administration.
• Willingness and ability to work out of hours (including occasional weekends) sometimes at short notice.
• Must be willing to train and develop.
• Teamwork is essential for this post.
• Ability to work without close supervision.
• Must have a flexible 'can do' attitude.

Benefits

This is a full-time position 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 £29,176-£34,804 per annum.

This is a fixed term appointment for three years in the first instance.

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 final salary pensions and tax-efficient bicycle and car lease schemes.

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 31 January 2020.
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) 765307 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.