JOB TITLE: **SERVICE DESK TECHNICIAN**

REPORTS TO: **SERVICE DESK TEAM LEADER**

Background

Cambridge Judge Business School (CJBS) has grown significantly in recent years, in terms of the number of staff, students, and educational programmes. The CJBS user community is diverse, demanding, and global. There are currently approximately 1,400 users, including teaching and research staff, administrative and support staff, students, visiting academics and participants in our Executive Education courses.

The Business School's IT estate is large and diverse, comprising over 800 managed PCs and laptops, a fleet of multi-function printers, 5 fully digital lecture theatres and 30 digital seminar/meeting rooms used daily by the members of the Business School and the many external VIP/visitors, during and outside University's term time. We operate a hybrid infrastructure, utilising the Microsoft technology stack, and have a portfolio of new projects to deliver and maintain the custom business applications we have designed and built for Cambridge Judge.

The role

The Service Desk team provide first-line support to all staff and students. This role is predominantly customer-facing. The role at CJBS requires a good all-around knowledge of modern computing systems and services with excellent troubleshooting and fault-finding skills. You will also need a solid understanding of the administrative systems in use at Cambridge Judge and the wider University and the internal, custom-developed applications and processes in place to support teaching and learning. These include functions which are key to successful CJBS operations.

With direction from the Service Desk Team Leader and the IT Systems & Services Manager, your work will be varied and cross-functional and include project-based activities. Your day-to-day work will consist of deskside and remote support with tickets proactively picked up or allocated through the service desk or because of internal processes and procedures.

To meet the demands of the staff and students the role requires the ability to quickly assimilate new ideas, embrace technology changes and have the confidence and initiative to solve problems independently. The role holder will be fully trained and supported through on-the-job training, commercial courses, and personal development programmes.

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Main responsibilities

IT Service Management (ITSM)

- Utilise the suite of ITSM features, standardising the support approach and using frameworks such as the IT Infrastructure Library.
- Ensure the project management tool is utilised to track tasks and project workloads.
- Ensure change management processes are followed to record all system changes against services and update the team effectively.
- Promote the use of the ITSM within the team.
- Create a knowledge base formulation via documentation.
- Proactively add jobs to the Service Desk that are reported through alternative means (ie in-person, phone calls etc).
- Where appropriate, ensure the task is passed onto other departments or individuals who are able to resolve and collaborate on resolutions.
- Identify urgent tasks and ensure those are accorded higher priority. Follow appropriate escalation procedures where necessary.
- Effectively manage workload to ensure timely resolution of tasks.

Systems support

- Maintain a working understanding of all IT systems, processes and services in use at CJBS. This includes but is not limited to Microsoft 365, Dynamics, Mobile Device Management (MDM), Mimecast, Raven, and eduroam.
- Use IT systems to troubleshoot technical issues.
- Proactively improve knowledge by asking questions, looking for knowledge-sharing opportunities or attending formal training and conferences.
- Work with other team members to improve systems and processes.

Asset management

- Ensure asset management processes are followed at all times.
- Constantly working to ensure data accuracy and cleanliness of recorded assets.
- Rectify issues with incorrect asset assignment, running regular reports.
- Dispose of assets in line with policy.
- Manage distribution of loan equipment.

Managed devices

- Understand MDM solutions and how devices are managed.
- Understand software applications and how they are centrally managed, installing software as required and supporting technical issues.
- Provide support to users with managed devices.

- Feedback on any issues or suggestions to Service Desk Team Leader for improvements.

IT security and data protection

- Understand security and data governance and its importance, including the basics of frameworks such as GDPR.
- Understand the tools used to protect the network and endpoints from security threats.
- Understand the tools used to help prevent data loss and governance, and support users with questions and technical issues.
- Understand and follow the process for security incidents.

Projects

- Get involved in various IT projects, either through implementation as a project member or consultation.
- Understand project work so that the service desk team can provide appropriate support.
- Understand and adhere to appropriate project management methodology (PRINCE2, Agile, Lean).

Customer Service

- Demonstrate commitment to providing excellent service at all times.
- Communicate with a range of diverse stakeholders at all levels.
- Interface with new staff and students at the Business School, representing the IT Team and creating a positive impression.

Programme support

- Provide out-of-hours support on a rota as required (eg Cambridge Executive MBA/Global Executive MBA).
- Maintain a basic understanding of how the audio visual (AV) equipment works in all lecture theatres, seminar and teaching rooms and be able to troubleshoot and resolve common issues.
- Report any AV issues or incidents to the AV team for further investigation.
- Maintain cross-team documentation to support the fundamentals of supporting on-site teaching.

Communication and relationships

- Liaise with other members of the IT department to solve problems and collaborate on projects.
- Develop relationships with key stakeholders, team members and suppliers, promoting IT services and technologies.
- Clear concise communication to technical or non-technical audiences (written and verbal).
- Effectively communicate changes (new systems, updates to systems, etc) to team members and stakeholders.
- Maintain the Service Desk in a way that allows for intuitive communication and collaboration across teams.

Research and development

- Attend training courses, conferences, exhibitions and seminars, workshops, and read specialist journals and online publications to keep technical knowledge up to date.
- Research and test new and emerging technologies in alignment with strategic aims and stakeholder feedback.
- Undertake technical training as per the role's development pathway.
- Take advantage of opportunities to integrate new developments/innovations into the CJBS IT environment and look for knowledge-sharing opportunities.

Problem-solving

- Maintain a solution focussed approach.
- Identify sustainable solutions to mitigate future risks.
- Take a thorough and logical approach to find the root cause.
- Seek assistance or escalate where appropriate.
- Document solutions for future support requests.

The person

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

- Experience working in a busy service desk team, supporting diverse users.
- Excellent logical troubleshooting skills.
- Excellent customer service skills.
- Experience supporting and troubleshooting issues with Windows, Mac and mobile devices.
- A solid understanding of Microsoft 365 and supporting Microsoft Office.
- An understanding and experience in supporting enterprise solutions, such as Mimecast.
- Ability to be flexible and work under pressure, with a can-do attitude.
- Occasional weekend work.
- An understanding of the Information Technology Infrastructure Library (ITIL).
- Open to learning and supporting new technologies and embracing change.
- Educated to HND, HNC, level 4/5 vocational qualifications or equivalent level of practical experience.

Benefits

This is a full-time position working 37 hours per week. There will be a six-month probationary period. Holiday entitlement is 33 days per annum plus eight days of public holidays. The salary will be in the range of £32,348-£42,155 per annum.

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 2 April 2023.

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.

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

www.hr.admin.cam.ac.uk/policies-procedures/disabled-applicants-and-members-staff/support-services-available-within.

We encourage you to declare any disability that you may have, and any reasonable adjustments that you may require, in the section provided for this purpose in the application form. This will enable us to accommodate your needs throughout the process as required. However, applicants and employees may declare a disability at any time.

If you prefer to discuss any special arrangements connected with a disability, please contact hr@jbs.cam.ac.uk.