VACANCY: SENIOR IT SUPPORT OFFICER

Wolfson College is one of the 31 Colleges in the University of Cambridge and provides an academic environment for 900 students aged 21 or above, 300 senior members, 200 Fellows and 100 staff. There are more than 450 residential units on site, housing over 500 residents. The College is the most cosmopolitan in Cambridge which, together with its egalitarian ethos, helps to create a very friendly working environment.

Full information about the College is available at www.wolfson.cam.ac.uk

HOW TO APPLY

Please complete a Wolfson College Application Form and send it, with a covering letter setting out why you feel you are suitable for this role, to arrive by 9am on Thursday 15 February 2018, to:

Mrs Sally Cullen (ref. Senior IT Support Officer)
Personnel Manager
Wolfson College
Barton Road
Cambridge CB3 9BB or by email to: jobs@wolfson.cam.ac.uk

INTERVIEW

Interviews will take place on Friday 23 February 2018.

You can download the Wolfson College Application Form from the Wolfson College website at www.wolfson.cam.ac.uk/jobs. You may, if you wish, also attach your CV in addition to your covering letter and application form.

Salary: £30,119 per year

Benefits: Membership of the NOW:Pensions pension scheme (www.nowpensions.com), with employer contributions up to 13%
25 days’ holiday per year, plus public holidays
Free staff lunch when the College kitchens are open
Use of the College Gym and Library
Free parking

Hours: 40 hours per week, Monday-Friday (9.00am-6.00pm with a lunch hour).
Members of the IT department are required to be on-call outside of normal working hours in case of emergencies, and the salary reflects this requirement. There is an occasional need to work outside of the standard hours, including at weekends, for which time off in lieu is given.

Probation & notice: There is a three-month probationary period, during which the notice period is one week on either side. On completion of the probationary period, the notice period is two months on either side.

Wolfson College is an Equal Opportunities Employer
JOB DESCRIPTION

Job title: Senior IT Support Officer

Department: IT Department

Reporting to: IT Manager, who in turn reports to the Bursar.
The four positions in the department are:
- IT Manager
- IT Officer
- Senior IT Support Officer & IT Support Officer

Hours: 40 hours per week, Monday-Friday (9.00am-6.00pm with a lunch hour).
Members of the IT department are required to be on-call outside of normal working hours in case of emergencies, and the salary reflects this requirement. There is an occasional need to work outside of the standard hours, including at weekends, for which time off in lieu is given.

Holidays: Of the 25 days’ holiday, the College schedules 3-4 days in December. Attendance is sometimes required on public holidays, especially any public holidays which occur in term time, such as the May public holidays, for which alternative days’ holiday is given.

JOB PURPOSE

To manage the IT Support Office and Helpdesk so as provide first-line IT support to students, staff, those Fellows based in the College, academic visitors and conference delegates; and to provide support to, and cover for, other IT staff members.

KEY DUTIES AND RESPONSIBILITIES

The IT Department consists of a team of four full-time IT professionals. The team supports a wide variety of IT-related services needed in the College: therefore, the IT team members are expected to be multi-skilled rather than specialising in a particular area. The nature of tasks on your list will vary from providing first-line support to managing and monitoring systems. An overview of responsibilities for this role is set out below, split into higher/medium/low frequency tasks – all are equally important. Apart from these tasks, the IT Manager will also assign other IT related tasks from time to time.

Higher Frequency Tasks

- To manage first-line helpdesk support for students, staff, members, visitors and those booking College facilities for lectures and conferences.
- To provide support to the IT Support Officer.
- To talk to computer users to determine the nature of problems.
- To investigate, diagnose and solve computer software and hardware faults; respond to breakdowns; trouble-shoot and repair equipment, including replacing parts such as hard drives, memory, printer maintenance kits and printer fusers etc.
- To escalate support tickets and other requests to the second and third line of support where an issue is beyond your technical capabilities.
- To monitor the WIFI and wired networks and carry out basic management of the networks.
- To provide first-line support for the VoIP telephone network.
- To provide first-line support for various databases used in the College such as CamSIS, Members, Accommodation (currently Occam, to be replaced by Kinetics), HR & Payroll (Cascade), Finance (SUN) and Alumni (Raiser’s Edge).
To carry out basic database maintenance and to manage database access for various databases used in the College.

To manage various operations on Windows domain controllers such as creating new user accounts, re-setting passwords, managing group policies, registering or removing computers/printers and looking after users’ log-in profiles.

To manage the file servers, Windows DFS servers, media servers, users’ home directories and departmental shared directories.

To manage and monitor various backup operations.

To install updates and security patches on workstations used in the College.

To install, manage and monitor antivirus and antispyware programs on all systems using the central control panels.

Regular monitoring of servers and network equipment.

To install new hardware as directed by the IT Manager which includes but is not limited to workstations, laptops, printers, scanners, network cables, switches, servers, projectors and audio systems. It also involves lifting heavy servers and other equipment to put in or to remove from data racks, and the manual handling of equipment to and from the storage.

To manage inventories of printer cartridges and other supplies used in various IT-related equipment; and to supply these items to other users or install when required.

To provide paper and other supplies to the network printers/photocopiers used in the College.

To take deliveries of equipment.

To manage the computers and other equipment in the College Computer Room and regularly update them.

To provide IT support as required to those hiring College rooms and facilities for meetings, seminars and conferences. This includes provision of equipment and technical support for audio and video devices such as projectors, laser pointers and speakers.

Medium Frequency Tasks

To manage and update the Door Access Control system, CCTV system, ePOS system, BACS Processing system, Credit Card Charging machines and Kitchen Freezers’ Temperature monitoring system.

To plan and undertake scheduled maintenance and upgrade of IT equipment such as workstations, laptops, servers, printers, scanners, projectors and speakers, as directed by the IT Manager.

To manage and keep inventories of equipment in the IT store, including keeping the store tidy and organised.

To liaise with suppliers of consumables and ordering them as directed by the IT Manager.

To manage aspects of the College’s Drupal-based website. Required training will provided in-house by the senior IT staff.

To provide content-editing training to other website editors in the College.

To investigate and test new software or newer versions of existing software with a view of deploying those on the College computers and to provide support related to those to College members.

Lower Frequency Tasks

To install or replace network infrastructure such as switches, racks, copper and fibre patch cables, network sockets.

To manage various display panels around the College.

To manage open-access public computers made available on an ‘internet café’ basis and keep them up to date.

To document information about the various systems for which you are responsible.

To provide in-house training related to computer use to College staff and other members.

To conduct online surveys related to various IT services and analyse feedback data.

To maintain the asset register for the IT department.

To provide support for the Health & Safety audit of the IT department and IT-related equipment used in other parts of the College.
General
- To assist the IT Manager and other members of the IT team in delivering various IT services to the College staff, students, visitors and conference delegates.
- To work in collaboration with the other IT Staff members and to provide cover during their absence.
- Agreeing and following deadlines and timescales for various tasks.
- To keep the office space and working area clean, tidy and organised.

QUALIFICATIONS, KNOWLEDGE, SKILLS AND EXPERIENCE

Candidates should be educated to A-level or higher, preferably to degree level.

A high level of spoken and written English is required. The ability to communicate clearly with customers is essential. The candidate will have at least three years’ experience in several of the following areas:

1. Help Desk Operation
   Trouble-shooting and fault-finding on computers and other IT-related equipment. Installation of operating systems. The candidate will be comfortable in communicating with, assisting and occasionally training computer users with a very wide range of skill levels, which may include explaining and enforcing security policies and acceptable-use terms.

2. System-administration
   Administering desktops of all three major platforms (Linux, Microsoft Windows and Mac OS-X). Upgrading workstations and servers including hard disk image mirroring. Windows 2012 Server. Basic experience of installing and using Linux. Installing and configuring email software such as Outlook and Thunderbird. Basic knowledge of VoIP telephony and Virtualisation (Citrix Xenserver or Vmware). Management operation of File servers such as Windows DFS and Storage servers including SAN (Open-e & NAS4Free). Understanding of Remote Desktop and VPN. Understanding of Virtual Desktop will be an advantage.

3. Domain Controller and Back-up Server

4. Network Administration
   Understanding of TCP/IP network and VLAN. Basic knowledge of network security and firewalls. Cisco switch management (Catalyst 3850 and 4500X). WiFi network management and monitoring. DHCP server management.

5. Web Technology
   Experience of HTML and Javascript authoring. Experience of PHP programming will be an advantage. Familiarity with the installation and configuration of Content Management Systems such as Joomla or Drupal. Understanding of streaming and rich media.

6. Database Management
   Experience of dealing with databases for websites and other interfaces.

7. Documentation
   The candidate must also have experience in writing documentation, both for end-users but also for internal use within the IT department. Record-keeping skills are desirable.

Please note: candidates are asked to set out clearly in their application how their knowledge, skills and experience meet the requirements of this role.
TRAINING AND DEVELOPMENT

The candidate will be expected to acquire missing skills, either auto-didactically from textbooks and online documentation or by attending courses offered by the University Information Services. For some specialist skills (e.g. network management set-up), additional on-the-job training will be provided by the current IT Manager. Specialised courses from other training institutions can also be arranged as and when required in agreement with the IT Manager. The candidate will be expected to stay informed regarding new technologies which may become of interest to the College in the future. Manual-handling training will be provided because the role will necessitate the lifting and moving of servers and other heavy items.

HEALTH AND SAFETY

Wolfson College strives to ensure the health and safety of all of its staff. Individuals are also responsible for their own health and safety.