JOB DESCRIPTION

Job Title: IT Support Officer

Department: Information Technology (Computing)

Reports to: Head of IT

Purpose of role:

Part of a team of ten reporting directly to the Head of IT, looking after an IT environment that supports over 1500 users, accessing over 50 servers, the purpose of the IT Support Officer's role is to provide an excellent IT service to all members of College, carry out day-to-day support of the College's IT systems, to be involved in the upkeep and maintenance of the PC's and Mac's, networks, printers and business systems, to assist in IT projects concerning desktop hardware and software; to provide input into, and support of, the College's IT strategy.

 Key accountabilities:

To provide an excellent level of 1st and 2nd line IT Service to the College community, through a continually developing IT support function, meeting agreed service levels.
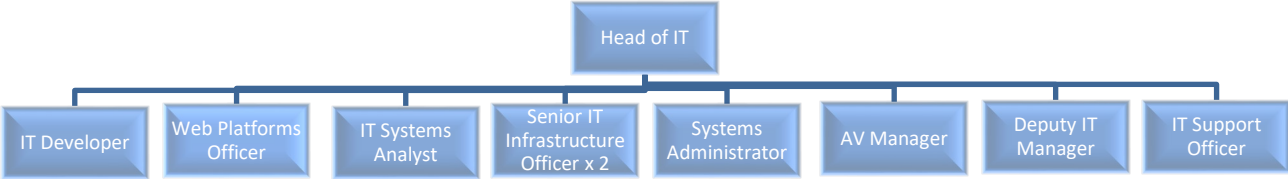
- To monitor, maintain, test and troubleshoot key business systems, desktop software, desktop hardware and telephony

- Responsible for the implementation, integrity, security, and operation of the College desktop IT infrastructure.

- To contribute to technical projects involving desktop systems, & key business systems.

- To identify opportunities for service and systems improvement, and plan workload to facilitate these.

- To specify, develop and maintain accurate and up to date system documentation for the College's IT systems and procedures.

- Collaborate with, co-ordinate and develop strong working relationships with outside agencies e.g University Information Services and external project partners.

- To be responsible for running the dedicated daily students drop-in support service.

- To support the Audio Visual manager with AV related support requests and meeting setups

The College reserves the right to make reasonable changes to the duties and requirements in the job description, which may be necessary to meet the changing needs of the role or to reflect the latest technology or best practice.

November 2022

PERSON SPECIFICATION

Criteria	Description
Experience	Experience as part of a professional IT support team.
	Experience of IT incident, change and problem management.
	Experience supporting a Microsoft desktop infrastructure
	Knowledge of Microsoft office 365, particularly Exchange online, One Drive and SharePoint
	Experience of using a service management tool (Helpdesk software)
	Experience administering VOIP phone systems.
Skills	Proficient in the installation, management and development of a Microsoft desktop infrastructure.
	Proficient in using Microsoft active directory to manage users, groups and computers and building and applying policy.
	Proficient in managing and Microsoft Office 365 environment, particularly Exchange Online.
	Ability to manage mobile devices, including smartphones and tablets.
	Excellent customer service skills.
	Experience in supporting Mac OSX and Apple Hardware
	An understanding of IT networking concepts (DHCP, DNS, Switching).
	Understanding of and experience in maintaining IT security.
	An understanding of servers and virtualisation.
	Proficient in supporting users over the phone, email and desk-side.
	Experience in restoring data from backups.
	Administration of user related firewall settings.
Qualifications	Good standard of general education, including a minimum of GCSE maths and English grade A-C (or equivalent).
	A-Level or equivalent IT related qualification.
Additional requirements	Problem solver able to strive to find solutions to problems.
	Ability to work effectively as part of a team and with other College departments.
	Ability to work in liaison with people of all levels, with a strong 'customer service' focus.
	Ability to work effectively on own initiative.
	Ability to prioritise own workload to meet deadlines and colleagues' expectations.

ORGANISATION CHART

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CAMBRIDGE

EMPLOYMENT DETAILS

Rate of Pay: £30,481 per annum.

Hours: 36.25 hours per week.

Holiday: 25 working days plus 8 public holidays.

Probationary period: 6 months.

Meals: Free lunch is provided for staff whose duties cover this period when working in College.

Pension Scheme: A pension scheme, which complies with the requirements of the Occupational and Personal Pension Schemes Regulations for auto-enrolment, will be available after three month's service. All staff will become members unless they choose to opt out.

Private Health Care: Membership of a free health care and a dental care scheme are available. Staff are able to join the schemes after successful completion of their probationary period, subject to eligibility.

Employee Assistance The Employee Assistance Programme is a free and confidential telephone and web based information and support service providing staff with access to caring and professional consultants and counsellors.

Cycle to work Scheme Tax-free benefit allowing you to spread the cost of a new bike, including either a pedal bike or an e-bike, and equipment for it, over 12 months, up to a maximum value of £6,000. Staff are able to access this benefit after successful completion of their probationary period.

Gym: Membership of the College gym is available for a modest fee. Inductions are compulsory.

Sports & Social Club: The Trinity College Staff Sports and Social Club, run by a committee of staff who organise events and outings.

Access to College: The College is unable to provide parking on site for its entire staff. Access to and parking in the City Centre is becoming increasingly difficult. The City Council has provided several Park and Ride sites around the city outskirts, with regular bus services. A number of members of staff cycle to work, and the College may be able to provide covered cycle parking.