IT Support Assistant

The Cambridge Theological Federation is looking to appoint an IT Support Assistant to join the central services team that provides support to the Federation’s central office, twelve member institutions and their students and staff.

The Federation

The Cambridge Theological Federation, formed in 1972, is an ecumenical collaboration between twelve colleges and institutions who teach theology in Cambridge. We are Cambridge’s third Higher Education Provider, teaching 300 students in Cambridge and around the world. The member institutions together fund the Federation and through it are able to offer their students access to degrees through Anglia Ruskin University, Durham University and the University of Cambridge. You can read more about the Federation at www.theofed.cam.ac.uk.

The team

The Federation employs a small central services team at its Bounds House office that provides administrative and information services support. In addition, the Federation has an academic staff team of over 80 people with relevant theological expertise to teach and supervise Federation students on our taught and research degrees. Most academic staff are members of one of the Federation Houses; others are retired or employed by another institution and are engaged to teach in their specialist areas.

The Federation’s central support team
The job

The details of the job are described in the attached job description and the skills, knowledge and experience we are looking for are detailed in the person specification. A large part of the work will involve supporting students, staff & guests and so strong IT skills and the ability to communicate well with users at all levels are essential. An ability to work as part of a team, as well as independently, is particularly important.

80% of your time is allocated to IT Support and the other 20% to helping with Common Awards data and reporting. Others in the team are responsible for putting data into systems; your support is needed is extracting and submitting information when needed. This is not a strict one day a week. Sometimes it will be full on and others much less, and so flexibility and good prioritising will be required.

The supported IT infrastructure includes:

- Wired and wireless network equipment.
- Servers (running a mixture of Windows Server 2016 and Debian Linux)
- Academic and support staff workstations (Windows 10; some Mac OS X machines).
- An Office365 tenancy
- AV facilities in the Federation’s meeting and teaching rooms.
- Networked photocopiers and printers.
- CCTV and Salto door access systems.
- VOIP telephones.
- Library terminals.

As well as providing IT support to the central office, the IT team supports six of the Federation’s member institutions and so the job will require travelling to multiple sites in Cambridge.

The requirements of the job are intended to be fulfilled within normal office hours, Monday to Friday. However, as would be expected in an IT support environment, there may be emergencies that necessitate occasional out of hours call-outs or remote working. There is also the potential to be asked occasionally to support events, especially for audio visual support. Time off in lieu will be given for such occasions.
Remuneration
The salary for this position is £25,000 pa.

Holiday
25 days holiday a year plus public holidays.

Pension
After you have successfully completed a three month probation period you will be entitled to join the pension scheme which includes:

- Employer pension contributions of 9.5% of salary
- No requirement for employee contributions
- Life cover funded by 0.5% of salary
  - Death in service benefit (a lump sum equal to twice final pensionable salary plus a pension to surviving spouse at the rate of one-half of the pension secured to the date of death)
  - Death in retirement benefit (a lump sum equal to the pension that would have been paid for the remainder of five years from retirement)

Other benefits
- We have a flexible working policy which gives you choice about your working hours and location. Some regular presence in the office is required for team meetings and supporting people and equipment means onsite presence is required frequently.
- Cycle to work scheme (interest free loan to purchase a bicycle)
- Free CamCard (local discounts and access to Cambridge libraries, colleges etc.)

We have some limited parking at the office but it is not guaranteed.

Application
To apply please email a CV and covering letter to jobs@theofed.cam.ac.uk.

You do not have to have any religious affiliation to work at the Federation, though it is important you are sympathetic to our aims.

Closing date: 5pm Wednesday 5th January 2022
Interview date: Wednesday 12th January 2022.
Job Description
IT Support Assistant

Main Purpose of the Job
Assisting the IT Manager to maintain the IT infrastructure of the Cambridge Theological Federation’s central office and of supported members of the Federation. (80%)

Assisting the Central Federation team with requests for data extracts and reports from systems (20%).

Duties and responsibilities
• To assist with first line support for general and technical IT and AV enquiries within the Federation’s central office. This includes troubleshooting, installing and maintaining hardware and software and configuring new computer devices.
• To provide support for staff and students of the Federation who require access to the Federation’s IT services such as the Virtual Learning Environment.
• To assist with first line support for the staff and students of the Federation for whom IT support services are provided.
• To assist with extracting and providing reports from Federation system to colleagues, the Common Awards team in Durham, regulatory bodies and others.
• To ensure that annual data returns to the Office for Students and the Higher Education Statistics Agency are completed successfully and on time after others in the team have provided the necessary information.
• To provide training and documentation, as required.
• To help manage the Federation’s Virtual Learning Environment.
• To set up AV equipment as required within the Federation’s central office and supported institutions.
• To advise on the selection of appropriate new hardware and software.
• To assist with managing e-mail addresses and mailing lists.
• To provide technical support and advice for staff updating public-facing websites and to help maintain those sites.
• To assist with new IT projects, as required, including introducing new technologies and development of new or upgraded networks.
• To assist with the implementation of the Federation’s new database, expected to go-live in 2022, and its subsequent maintenance and support.
• To liaise with external parties (suppliers, Universities, Ministry Division) as required.
• To provide holiday/sickness cover for the IT Manager.
• Any other tasks as may be reasonably required within the Federation’s central support team.

Note: This job description reflects the present requirements of the post. As duties and responsibilities change and develop the job description will be reviewed and is therefore subject to amendment.
**Person Specification**  
**IT Support Assistant**

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<tr>
<th>ESSENTIAL</th>
<th>DESIRABLE</th>
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<tbody>
<tr>
<td>Qualifications:</td>
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<tr>
<td>None</td>
<td>• Education to ‘A’ level or equivalent</td>
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<td>• A first degree and/or recognized vocational qualification in IT or equivalent</td>
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<td>Experience:</td>
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<tr>
<td>Demonstrable experience of:</td>
<td>• VLE administration (Moodle)</td>
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<td>• Hardware and software maintenance;</td>
<td>• AV set-up</td>
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<td>• Configuration and troubleshooting;</td>
<td>• Website maintenance and development (Apache, Wordpress)</td>
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<td>• Network administration</td>
<td>• Working in a student support setting</td>
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<td>• Working in an academic environment</td>
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<td>• Working on time/resource-constrained projects</td>
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<td>Technical skills and knowledge:</td>
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<tr>
<td>• Microsoft operating systems (Windows 10 and Server 2016; Active Directory and Group Policy administration)</td>
<td>• Mac OS X</td>
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<td>• Microsoft Office (2019 and desktop O365)</td>
<td>• VOIP</td>
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<td>• Linux operating systems (Debian)</td>
<td>• CCTV</td>
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<td>• Network administration (HP Procurve)</td>
<td>• Salto or equivalent security systems</td>
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<td>• AV systems</td>
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<td>• Office365 tenancy administration</td>
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<td>Workplace skills:</td>
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<td>Excellent interpersonal skills appropriate to a front-facing, user support role</td>
<td>• Ability to liaise and network effectively with a wide range of stakeholders;</td>
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<td>A flexible and positive attitude</td>
<td>• Ability to deputise effectively in the absence of the IT Manager</td>
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<td>Demonstrable ability to learn</td>
<td>• Demonstrable ability to learn in a technical/scientific subject</td>
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<td>Demonstrable ability to:</td>
<td>• Self-guided learning</td>
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<td>• communicate digitally, by phone and in person, at an appropriate technical level;</td>
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<td>• work as part of a team</td>
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<td>• work independently and on your own initiative</td>
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<td>• prioritise tasks according to impact and importance</td>
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<td>• produce useful documentation</td>
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