Job Description for 2ⁿᵈ Line IT Support Specialist

This is an exciting opportunity for a dynamic individual to join the team at Hughes Hall, University of Cambridge. We are seeking a forward-thinking IT Support Specialist who can bring a fresh, innovative approach to maintaining our IT infrastructure and services.

Job Title	2ⁿᵈ Line IT Support Specialist
Location	Hughes Hall, Cambridge CB1 2EW
Reporting to	IT Manager
Contract Type	Permanent
Probation Period	Six months
Salary Range	£32,702 - £35,287 (Spine Points 36-39)
Hours of Work	37.5 hours per week Monday to Friday (with occasional evening and weekend work for which time in lieu will be given)
Annual Leave	Annual paid leave of 27 days plus public holidays. Adjusted pro rata for part time hours.
Pension Eligibility	The College offers membership of a contributory pension scheme with matched employer contributions up to 8%.
Mental Health Peer Support Programme	All staff members have access to the College's Mental Health Peer Support Programme, supporting Mind's Mentally Healthy Universities initiative
Additional Benefits	- Medicash healthcare plan (https://www.medicash.org/) - Free lunches on working days - Free Life Assurance cover - Enhanced sick pay - Cycle purchase scheme - Annual season ticket loan Free on-site car parking (subject to availability)

The University of Cambridge's oldest graduate college, Hughes Hall bears the name of its founding Principal, Elizabeth Phillips Hughes. Established in 1885 as a women-only teaching College, we now accept postgraduate students and mature undergraduates in all areas of study and research, offering scholarships and bursaries targeted at new and continuing students.

We are one of the most international colleges, bridging the academic and external worlds, with an open and informal atmosphere. A distinctive aspect of college life at Hughes Hall is an egalitarian culture where interaction and engagement between the senior membership and students is open and encouraged; and everyone is allowed to walk on the grass!

A dynamic and progressive College, we have 56 Governing Body Fellows, 219 further Senior Members from all walks of life, 874 full- and part-time postgraduates and 177 mature undergraduates from more than 80 countries. Particularly distinctive is our "Bridge Fellows" programme, which brings a diverse group of outstanding individuals from outside the University into

our Fellowship as full members of Governing Body. An oasis of calm and quiet near the busy city centre, we provide a relaxing yet stimulating environment for study and research. Hughes Hall is situated alongside Fenner's Cricket Ground, just off the cosmopolitan Mill Road.

We are focused on being an intellectual force at the centre of the University, concentrating on translating research into impact and inter-disciplinary collaboration. We have strengths in five subject areas, broadly in the Sciences and Social Sciences, where collaboration between the academic and wider worlds thrives: Physical Sciences, Engineering and Mathematics; Life Sciences; Business and Economics; Education and Social Sciences; and Law. We have world-leaders in each of these fields developing dynamic communities of interest within the College, with a reach far beyond our boundaries.

A determination to change the world for the better is realised through our Bridge initiative which leverages the College's multidisciplinary perspective, international nature, and external focus to help turn brilliant ideas into lasting change. The Bridge at Hughes Hall helps researchers build relevant skills and enables networking and matchmaking between our academic community and external partners. It is structured around four themes, in various stages of development, through which we aspire to have impact on societies and engage our students: Global Health; The Future of Education; Environment and Energy; and Artificial Intelligence and Big Data. The Bridge also supports our centres: the Centre for Climate Change Engagement, Oracy Cambridge, Cambridge Governance Labs, and the Cambridge Centre for Digital Innovation.

These hubs of academic and professional innovation are having a wide-reaching influence, drawing global attention to Hughes Hall, and are one aspect of a large, vibrant, friendly, and ambitious community dedicated to supporting one another in the pursuit of excellence, using academic learning to bring about real change and growth in the world.

Our website contains further information about our history, people, work, and values.

Job Purpose

Assisting the IT Manager in supporting the College end users, students and Senior members. Responsible for managing the service desk, applications, databases and IT security while providing expert service desk support and technical solutions. Evaluating new technologies and contributing to strategic IT planning.

Main Duties

- **Network**
    - Ensuring network standards are followed and documented.
    - Be able to troubleshoot connectivity issues.
    - Understand physical switching and patching alongside network segmentation.
    - Willingness to learn new technologies using self-learning and dedicated training techniques.

- **College IT systems and Services**
    - Ensure all systems are updated routinely. Project manage system upgrades and data migrations.
    - Continuously updating technical documentation, knowledge base articles, and training materials.
    - knowledge of Microsoft Cloud Technologies (Office 365 and Azure)
    - Willingness to learn other MS cloud-based technologies.
- **Service Desk**
    - Provide remote and in-person service desk support to resolve technical issues for undergraduate and postgraduate students, college members, academic staff, and administrative personnel.
    - Assist the IT Manger in meeting SLA's defined for the colleges ticketing system.
    - Identify quickly and escalate issues to vendors where necessary.
    - Minimise service disruption, by occasionally working weekends to perform updates and maintenance.
    - Ability prioritise workload.
    - Continually seek opportunities to increase customer satisfaction and deepen customer relationships.
    - Diagnosing and resolving escalated technical issues that could not be resolved by 1st and 2nd line support.
    - Providing expert-level guidance to junior support staff, assisting them with troubleshooting and problem-solving.
    - Evaluating and evolving the IT services, always using best practices.
    - Project manage system upgrades and data migrations.

- **Security and compliance**
    - Conducting regular security assessments and audits to identify vulnerabilities and ensure compliance with industry standards.
    - Review and developing security policies and procedures to mitigate risks and ensure data confidentiality, integrity, and availability.
    - Experience in providing security awareness training and education to staff members to promote a culture of security awareness and compliance throughout the organisation.
    - Collaborate with IT Manager to address security concerns, remediate vulnerabilities, and implement best practices for maintaining a secure and compliant network environment.

The above is not an exhaustive list of duties. The post-holder may be asked to take on different tasks as required, and all employees are expected to work collaboratively to support the overall work of the College.

Person specification

Education and Experience	Essential	Desirable
Bachelor's degree in Computer Science/Engineering or related technical degree or equivalent.		✓
Skills and Abilities	**Essential**	**Desirable**
M365 Administration (User and group administration).	✓	
MS Intune MDM configuration.		✓
Ability to use SQL and SQL Server tools, writing complex queries, stored procedures, database administration tasks and familiarity with database design principles and data modelling concepts.		✓
ITIL v3 foundation certification		✓
CompTIA A+		✓
Server Management		✓
Administering Active Directory, Group Policy, DHCP, DNS, WSUS, RDP, and network printing	✓	
WLAN/LAN installation and troubleshooting using physical and software techniques.		✓
Collaborate with the IT Manager to understand and evolve business processes to improve or suggest alternative IT solutions.	✓	
Ability to communicate across a range of users with varying levels of computing ability, including students – undergraduate and graduate, academic, and administrative staff.	✓	
Strong customer service focus	✓	
Ability to troubleshoot effectively.	✓	
Understanding of network concepts, such as VLANs, firewalls, routing protocols, and network monitoring tools.		✓
Self-motivated with the ability to work without close supervision.	✓	
Experience in : • Windows server 2012(R2) onwards • VMware vSphere virtualisation technologies and management of virtual infrastructure. vSphere • Cisco Networking Equipment		✓
Knowledge of Veeam Backup & Replication, data recovery procedures, and disaster recovery strategies.		✓

	Essential	Desirable
Expertise in Active Directory management, including user and group administration, GPOs, and directory services.		✓
Creating comprehensive documentation, including procedural guides, technical specifications, and troubleshooting manuals, to facilitate knowledge sharing and ensure continuity of operations within the IT team.	✓	
Understanding of APIs and their role in integrating systems and services, with the ability to effectively communicate and collaborate with vendors and partners to troubleshoot and resolve API-related issues.		✓
Strong scripting skills in PowerShell, with the ability to automate routine tasks, systems administration, and configuration management processes.		✓
Synology NAS Administration		✓
SharePoint Administrator		✓
Debain / Linux administration		✓
Other Qualities	**Essential**	**Desirable**
Professional and reliable	✓	
Willingness to offer commitment to the post in terms of energy, enthusiasm, and time.	✓	
Ability to work closely and effectively with other IT staff both within and outside the College.	✓	
Ability to work as part of a team with strong work ethic.	✓	

Join our team and be part of a collaborative environment where your skills will be valued and your contributions will make a significant impact. Apply now and unlock your potential in this exciting IT role!

All staff at Hughes Hall are expected to engage in continuing professional development, to comply with the data protection legislation and to comply with College's Staff Handbook, Health & Safety Policy, and all relevant procedures.

Screening Check Requirements
The College has a legal responsibility to ensure that all its employees have the legal right to live and work in the UK. Any offer of employment will be subject to the College verifying that you are eligible to work in the UK before you start work.

If you are invited to interview, you will be asked to bring original documents from List A or List B (below) and a copy will be taken; alternatively, if you hold a 'digital immigration status', your Share Code will be required to access this status online.

- List A: Documents/statuses which denote an unrestricted and unlimited right to work in the UK
- List B: Documents/statuses which denote a temporary and/or restricted right to work in the UK

Application Process

To submit an application for this vacancy, please enter your email address in the box on the right of the web page and click 'Apply Now'.

The closing date for applications is Thursday 14th November 2024 at midday. Interviews will be held at Hughes Hall, Cambridge Tuesday 26th November.

Data Protection
Any information given will be processed for employment selection and statistical purposes. To understand how your personal data will be processed during the application process, please see the Data Protection Statement for Job Applicants.

For an informal discussion about the post, please contact the IT Manager on ITManager@hughes.cam.ac.uk. If you have any questions about the application process, please contact the HR & Recruitment Coordinator on hr@hughes.cam.ac.uk.