IT Technician

Candidate Information Pack

March 2022
About us

Magdalene College is one of 31 Colleges in the University of Cambridge and was re-founded by Thomas, Lord Audley in 1542. The College occupies a delightful riverside site and has an eclectic range of buildings dating from the fifteenth to the twenty-first centuries, including the Pepys Building, one of the more attractive in Cambridge. The College is home to a community of some 80 Fellows and 500 students, around 450 of which are housed in College-owned or College-managed accommodation. The College employs around 110 staff.

The College exists to provide and promote undergraduate and graduate education within the University of Cambridge, and also to provide and promote academic research. In support of these objectives, the College has various permanently endowed trust funds held for special purposes in connection with the development of College facilities, for scholarships and bursaries and for other educational purposes.

Further information is available from the College’s website [http://www.magd.cam.ac.uk/](http://www.magd.cam.ac.uk/)

Role Summary

**Reports to:** IT Systems Administrator

**Purpose of Job:** The College seeks to appoint a full-time IT professional to be the first point of contact for requests for IT support from students, staff, fellows or conference guests. This includes troubleshooting, installing and maintaining hardware and software.

Department Information

The College IT department currently comprises: Head of IT, Technical Information Security Officer, IT Systems Administrator, Windows System Administrator (new post) and IT Technician (new post).

The team is responsible for the effective running of all of the College’s IT Systems, network infrastructure and Audio-visual requirements. The College has Windows 10 desktop with Office 365 installed as well as a number of standard packages such as Dynamics accounts, Earnie payroll and Forum Room Booking software. There are a number of bespoke systems developed using MS Access to support the various departments with their specific requirements and web based systems developed using Wordpress. The team provide front line support to all staff, students, Fellows and guests.
Job Description
Main Duties and Responsibilities

First line support
- To be the first point of contact for computer issues and to resolve routine problems. To investigate the issue and develop an initial diagnosis. Refer more complex issues to the IT Systems Administrator.

System Administration
- Respond to system support requests.
- Day-to-day monitoring of toner and printer health data for network based printers
- Manage printer toner and consumable requests.
- General maintenance and trouble-shooting of printers including installation of maintenance kits.
- Provide routine advice and IT support to staff with any issues and queries they have over the use of their software.
- Installation of Summer School computer rooms with computers, printers and local WiFi.

Student IT Provision
- Monitor and maintain all computers, printers and scanners in various locations.
- Daily checks for toner and paper supplies for all student network printers.
- General maintenance and trouble-shooting of printers including installation of maintenance kits.
- Provide support to students with using the College provided computers.

System Support
- Training and end user support for Forum, creating new user accounts, checking daily/weekly reports for equipment bookings,
- Reset university passwords as requested
Network

- Preliminary investigation connectivity issues
- Resolve telephone issues, reset voicemail PINS, change names, cables etc

Audio Visual Provision

- Set up AV equipment and providing technical assistance for conferences and internal events/meetings
- Inform the systems administrator if further equipment is required to meet the needs of events/meetings
- Provide and support video and audio recording devices on request
- Provide and support collaborative tools on request
- Provide technical assistance to conference delegates, fellows, students and staff
- Provide all day support for conferences that request on-site technician, not confined to normal working hours
- Provide assistance to conference delegates to access to ‘magd’ wifi when required.

Other duties

- Ad-hoc scanning of pictures and documents for various staff and fellows
- Produce table plans, menus, equipment lists etc for conference office as required
- Register and track loaned equipment via loan register
- Relocate mobile till as requested
- Set up and provide exam/test equipment for interviews/admissions tests
- Assist with connection to WiFi (eduroam and magd)
- Ad-hoc Setup of mobile computing platforms iOS (iPhone and iPad) and Android based devices.
- Ad-hoc device registration on College network
- Provide support and advice to all members of the College with regard to IT matters or direct them to the appropriate University resource.
- Installation of Summer School computer rooms with computers, printers and local WiFi

Person Specification

Without being too prescriptive, it is expected that the successful candidate will have broad range of relevant sector experience, skills and knowledge to carry out the role successfully.

Knowledge, Experience and Education:

- Educated to A Level standard or equivalent or,
- BCS Infrastructure Technician NVQ level 3

Personal Skills and Abilities:

- Good communication skills, both verbally and in writing. As the first point of contact to present a polite and professional response.
- Good organisation skills with the ability to prioritise and work to tight deadlines.
- Able to work as part of a team.
- Confident to provide support for conference guests and equipment.
- Reliable, making sure equipment is setup in good time for events, making sure daily routines are carried out such as checking backups.
- Available to occasionally work out of hours to support events taking place in College
- Willingness to learn new skills and adapt to new requirements as they arise.
Remuneration and Benefits

Remuneration
The salary is up to £28,000 per annum dependent upon skills, abilities and experience.

Ongoing Professional Development
Magdalene College is supportive of ongoing professional development. It is a priority for all team members to value and enjoy keeping up to date with industry developments and examples of excellence.

Hours of Work
37.5 hours per week. There may be a need to attend College out of hours in case of an emergency.

Holidays
The College offers full time members of staff 33 days leave a year, including bank holidays.

Pension
The post holder will join the College’s auto enrolment pension scheme with generous additional contribution options on completion of probationary period.

College Facilities for Staff
Staff are able to use the College gym which consists of a weights gym and a room with cardio equipment. The College also has a squash court and Eton Fives court, these can be booked through the Porters Lodge. Basketball, tennis and volleyball courts along with football astro pitches can be booked through St John’s College.

Magdalene is registered with Cyclescheme, a tax-efficient scheme for buying a new bicycle.

During the summer staff may use the College punts for up to two hours. These should be booked through the Porters Lodge.

The College has a social committee who run events for staff, including the annual day trip which is open for all staff to attend.

Meals
All staff working a shift of a minimum of 4 hours per day are eligible to take a free lunch. This includes permanent staff and those on a fixed term contract. The value of the meal is up to £5.90 per day

Family Friendly policies
The College offers enhanced maternity, paternity and adoption pay as well as generous sick pay for those who have more than six months service. This is in addition to the flexible working policy. More details on all of these are in the staff handbook.

Staff are eligible to use the Tax Free Childcare scheme recently introduced by the government to replace Childcare Vouchers

Probationary Period/Notice
There will be a six-month probationary period and a one-month notice period.
How to Apply
Please download and complete both parts of the application form from https://www.magd.cam.ac.uk/about/vacancies/non-academic.

Send your completed application by email to the HR Manager, Hannah Millward, at hr@magd.cam.ac.uk.

The College postal address is: HR, Magdalene College, Magdalene Street, Cambridge CB3 0AG

Enquiries
Further enquiries about your application may be made by email to the HR Manager, Hannah Millward

Closing Date
9am Tuesday 19 April 2022

Interviews
TBC