GIRTON COLLEGE CAMBRIDGE

## JOB DESCRIPTION
IT Systems and Tech Support

College Background

Since its foundation in 1869, Girton College has led the way in educational empowerment. The College was founded as the UK's first residential institution for the higher education of women and was part of an unstoppable global movement for full participation of women in political, professional and scholarly life. Girton has been fully mixed since 1979 and remains an inclusive, diverse, and supportive community that strives for excellence. The College has a long history of working to open access to a world class education for under-represented communities.

Girton is a relaxed, friendly and close-knit college set in 50 acres of greenbelt that provides a stimulating environment for its students, staff and Fellows. The College offers a holistic educational experience that combines academic rigour with a vibrant social scene as well as excellent welfare provision. It has some 120 Fellows in all, around 80 of whom are fully involved in day-to-day governance, teaching and research. In addition, the College depends on the hard work of over 135 administrative and operational staff who ensure the smooth running of Girton's buildings, services and its estate. Currently, the student community comprises 537 undergraduates and 330 postgraduates.

Department Background and Structure

Team/ Department: IT
Reporting to: Head of IT and Information Compliance
Also supporting: IT Specialist
Close working with: All colleagues across the College
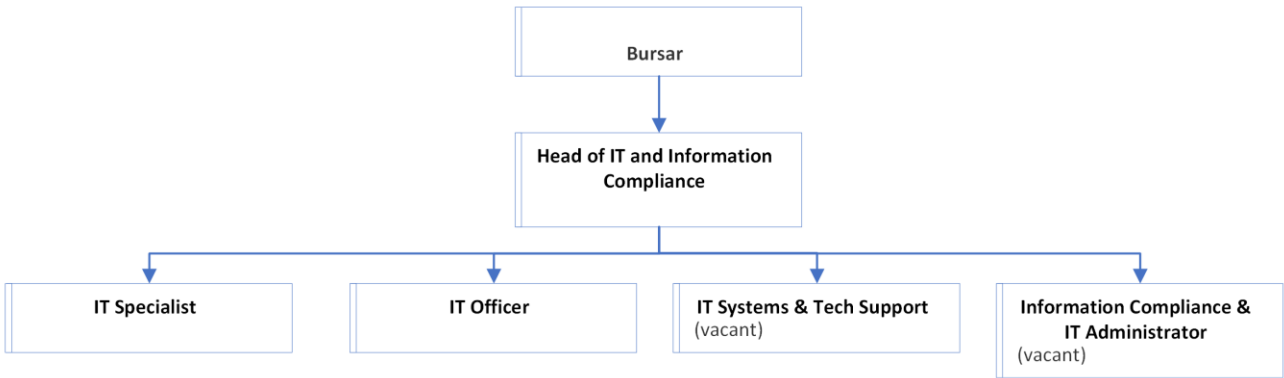
Purpose of Job

To assist the IT Specialist in delivering a wide range of network, hardware and software projects to make significant improvements to the College's IT and operational efficiency. The individual will also work as part of a busy team delivering a range of user support tasks.

Role Duties and Responsibilities

The main duties and responsibilities of the role are listed below. Please note these are not exhaustive but highlight the main tasks.

- Assist the IT Specialist to design, configure, upgrade, repair and maintain the network systems to ensure optimal performance and fitness for purpose.

- Respond to IT support requests via Jira Service Desk and in person.

- Provide IT support to staff, fellows and students in person and remotely.

- Install, maintain, and monitor the College network hardware and software components, in line with the department's upgrade plans and projects.

- Diagnose problems and suggest and test solutions, liaising with the University IT services where appropriate.

- Test and evaluate new hardware and software, customise in liaison with end users and train users as required before going live.

- Assist with network monitoring and security testing to determine any vulnerable areas on the College's systems and ensure required security software updates.

- Monitor daily back up operations and report any problems.

- Report any suspected malicious activity and undertake emergency mitigating actions to contain or minimise any potential loss or damage that may arise.

- Minimise service disruption where necessary by working occasional evenings and weekends.

- Establish and maintain good working relationships with all college departments

- Undertake or participate in any other duties or tasks as reasonably directed or requested.

- Participate in training designed to minimise occupational risks.

General
- The post holder will be required to work in accordance with College policies and procedures.
- The post holder will be expected to participate in training designed to minimise occupational risks. This may include manual handling training, safe use of Display Screen Equipment, PREVENT, GDPR and other data protection training and Health & Safety training as advised
- Any other reasonable duties as requested by the Head of IT and Information Compliance.

This job description may be subject to change following consultation between the Line Manager and Postholder

Every job description in the organisation will be subject to a review on an annual basis at the time of the PDR meeting and may be reviewed as a result of a change in strategic direction or operational requirements.

It is the shared responsibility of the role holder and their line manager to ensure that job descriptions are kept up to date.

February 2024

PERSON SPECIFICATION

Short-listing will be based on the following specification, which candidates should bear in mind when preparing their application to ensure that their application and suitability reflects the essential requirements of the role.

Qualifications and Experience	Essential	Desirable
Degree or equivalent qualification in a technical field (i.e., computer science, computer engineering, information technology, information systems, etc.)		✔
Experience of working in a IT support – in person and/or remotely	✔	
ITIL v3 foundation certification		✔
Security related certification (e.g., CISSP)		✔
CompTIA A+ or CompTIA Network A+		✔
Microsoft Certified IT Professional Qualifications		✔
Skills and knowledge	**Essential**	**Desirable**

Experience in all of the following:
    o LAN/WAN
    o Microsoft Windows systems and applications
    o Linux
	✔	

Knowledge and familiarity of data communications and network experience of operating systems and tools	✔	
Knowledge and familiarity of Information Security and Data Protection key concepts	✔	
Experience of IT security	✔	
Understanding of IT infrastructure and development	✔	
Broad knowledge of IT architectures and models	✔	
Knowledge and familiarity of network hardware and software	✔	
Deploying Laptops and Desktops	✔	
Experience in VMware, Azure/AWS, SharePoint/Teams, Veeam, Jira Service Desk		✔
Understanding of a wide range of industry standard software		✔
Good understanding of IT security industry standards and practices		✔
Knowledge of information security solutions and how to put these into practice		✔
Sufficient knowledge to ensure electrical safety standards are met		✔
Other Qualities	**Essential**	**Desirable**
Professional and reliable	✔	
Positive and proactive approach to your work	✔	
Ability to work both in a team and independently	✔	
Ability to maintain confidentiality of information	✔	
Ability to manage projects and to prioritise workloads	✔	
Ability to communicate information clearly, both in writing and orally, in informal and formal settings.	✔	

As an employer, we care for and look after our employees, ensuring fair and equal treatment. Any necessary adjustments will be considered to the above in keeping with the requirements of the Equality Act 2010.

Employment:

Salary	USSS Point 39-43 - £33,966 to £38,205 (depending on skills and experience).
Working arrangements	Full time, 35 hours per week
Contract term	Permanent, subject to a six month probationary period.
Annual leave	26 days paid holiday plus 8 public holidays.

Other	We also offer:
	    Workplace Pension
	    Cycle to Work Scheme
	    Access to Healthcare
	    Gym & swimming pool
	    Free Parking on site
	    Free Staff Lunch and refreshments
	    Staff discount to hold private events in College
	    Local Discounts via the University
	    Access to a Holiday Playscheme
	    Agile Working
	
	Some of the above are non-contractual