**JOB SPECIFICATION** for the post of IT Support Engineer (Full-time)

**LINE MANAGER** – Information Services Manager

**BACKGROUND INFORMATION**

The Information Services (IS) Department manages and maintains the network and services infrastructure at Emmanuel College and provides user support to the community of Fellows, students, staff and visitors.

This is an opportunity to join the IS Department as a full-time IT Support Engineer, to provide first- and second-line IT support to users and to be involved in the maintenance and development of a wide variety of services, particularly related to the extensive copper and fibre-optic College network. The successful applicant will have a proactive, flexible and well organised approach to the varied workload and be a great team player within this essential role.

**PURPOSE OF THE JOB**

The IT Support Engineer will, under the supervision of the IS Manager:

- provide first- and second-line support to the wide variety of users of the College’s IT systems,
- assist with the maintenance and development of existing network services, help to identify opportunities for improvement and then work to implement those improvements where agreed,
- assist with other IT projects that the Department is required to undertake.

There will be a particular focus on managing, maintaining and extending the site-wide data network and server and storage infrastructure that supports many business-critical functions of the College administration and many hundreds of wired and wireless connections for College members.

**PRINCIPAL RESPONSIBILITIES**

1. **System Installation and Decommissioning:** to install or remove hardware and/or software using supplied installation instructions and tools. To conduct tests, correct malfunctions and document results in accordance with agreed procedures. To report details of all hardware/software items that have been installed and removed so that configuration management records can be updated. To contribute to the development of installation procedures and standards.

2. **Network Support:** To use network management software and tools to investigate and diagnose network problems, working with users and other staff as appropriate.
3. Server Management: To undertake regular maintenance of existing servers and to install new servers as required.
4. Documentation: To contribute to the creation of support documentation.
5. Continuous Improvement: To seek to identify opportunities for improvement to College business and information services and to plan with other members of the team to implement these improvements where agreed.

This role profile outlines the duties required at the current time to indicate the level of responsibility of the role. It is not intended to be a comprehensive or exhaustive list and may be varied by the College to include other reasonable requests which are up to the same skill level, and of the same type, already undertaken and which do not change the general character of the job or the overall level of responsibility. Observance and adherence to all College Policies is part of the role, copies of which will be made available to you the post holder on induction.

THE REWARDS

The College Terms and Conditions of Employment provide for:

- 25 days annual holiday for full-time positions, in addition to statutory bank and public holidays.
- Membership of a contributory pension scheme, a salary sacrifice scheme is available for some schemes.
- College sick pay scheme that provides payment whilst staff are incapacitated due to ill health.
- Commencing Salary £32,775 per annum.

Other benefits include:

- Lunch at College expense whilst working onsite,
- Travel to work loan scheme,
- Access to the College Gym and swimming pool,
- Permanent Health and Life Insurance in conjunction with pension schemes,
- Full-time position for a total of 36 hours 40 minutes per week, worked in accordance with a flexi time scheme from Monday to Friday, although the demands of this post may involve working outside of and in addition to these hours.
- Various discount schemes are available from local traders

APPLICATION

Completed application forms should be marked ‘Strictly Personal & Confidential’ and be emailed to hr@emma.cam.ac.uk; please include a supporting statement detailing your suitability for the role.

The closing date for applications is Wednesday 9th August 2023.
Emmanuel College is an equal opportunities employer. We have a policy of equality of opportunity for all staff. Applications are welcome regardless of race, colour, ethnic or national origin, sex, marital status, disability, sexual orientation, religious beliefs or age.
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<th>PERSONAL SPECIFICATION</th>
<th>Essential</th>
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<tr>
<td>Qualifications</td>
<td></td>
<td>• Educated to degree level/Level 6 vocational qualification or equivalent level of practical experience</td>
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| Technologies           | • Microsoft Windows Desktop and Server products  
                          • TCP/IP, DNS, DHCP protocols | • Microsoft 365/Azure/Intune  
                          • HPE Aruba/Procurve networking  
                          • Unifi Ubiquiti wireless systems  
                          • Fortigate firewalls |
| Skills & knowledge     | • The ability to communicate clearly with users and to provide a customer-focused service  
                          • Ability to work both as part of a team and on own initiative  
                          • Effective problem solver  
                          • A commitment to customer service  
                          • Highly organised and able to prioritise | • Experience in installing and administering IT systems and networks |
| Relevant Experience    |           |           |
| Personal attributes    | • Confident and clear communicator  
                          • Willingness and ability to learn  
                          • Good attention to detail  
                          • Enjoy working with people  
                          • Self-motivated, reliable and committed to take ownership of areas of work  
                          • Ability to maintain a high level of confidentiality and discretion  
                          • Commitment to continuous self-development |           |
| Special Conditions     |           |           |
| (e.g. must hold driving licence/able to work weekends) |           |           |
| Membership of a        |           |           |
| professional body      |           |           |
| Other requirements     |           |           |