Senior IT Technician
[Department of Land Economy]
December 2023
The Department of Land Economy is recruiting for an experienced IT Technician to join our multi-disciplinary department. The IT Technician will be the primary point of contact for our academics, administrators and research staff in all matters relating to IT. The IT Technician role will be part of a larger IT group comprising the Faculty of Law, the Institute of Criminology and the Department of Land Economy and will be line managed by the IT Officer in the Faculty of Law. The role-holder will work closely with the IT team, and other members of the School of the Humanities and Social Sciences’ IT community as required.

**Primary Duties:**

**Customer Support**
The role holder will work with the lead IT manager supporting the IT infrastructure and implementing IT procedures in order to support the research, teaching and administrative activities of the Department of Land Economy. Acts as the routine contact point, receiving and handling requests for support. Responds to a broad range of service requests for support by providing information to fulfil requests or enable resolution. Provides first line investigation and diagnosis and promptly allocates unresolved issues as appropriate. Assists with the development standards, and applies these to track, monitor, report, resolve or escalate issues. Contributes to creation of support documentation.

**Problem management**
Initiates and monitors actions to investigate and resolve problems in systems, processes and services. Determines problem fixes/remedies. Assists with the implementation of agreed remedies and preventative measures.

**Systems Installation/Decommissioning**
Installs or removes hardware and/or software, using supplied installation instructions and tools including, where appropriate, handover to the client. Conducts tests, corrects malfunctions, and documents results in accordance with agreed procedures. Reports details of all hardware/software items that have been installed and removed so that configuration management records can be updated. Provides assistance to users in a professional manner following agreed procedures for further help or escalation. Reviews change requests. Maintains accurate records of user requests, contact details and outcomes. Contributes to the development of installation procedures and standards.

**Application support**
Maintains application support processes, and checks that all requests for support are dealt with according to agreed procedures. Uses application management software and tools to investigate issues, collect performance statistics and create reports.

**Network Support**
Maintains the network support process and checks that all requests for support are dealt with according to agreed procedures. Uses network management software and tools to investigate and diagnose network problems, collect performance statistics and create reports, working with users, other staff and suppliers as appropriate.
Standard Duties

IT Infrastructure
Carries out agreed operational procedures, including network configuration, installation and maintenance. Uses network management tools to collect and report on network load and performance statistics. Contributes to the implementation of maintenance and installation work. Uses standard procedures and tools to carry out defined system backups, restoring data where necessary. Identifies operational problems and contributes to their resolution.

Project Management
Defines, documents and carries out small projects or sub-projects (typically less than six months, with limited budget, limited interdependency with other projects, and no significant strategic impact), alone or with a small team, actively participating in all phases. Identifies, assesses and manages risks to the success of the project. Agrees project approach with stakeholders, and prepares realistic plans (including quality, risk and communications plans) and tracks activities against the project schedule, managing stakeholder involvement as appropriate. Monitors costs, timescales and resources used, and takes action where these deviate from agreed tolerances. Ensures that own projects are formally closed and, where appropriate, subsequently reviewed, and that lessons learned are recorded.

Database Administration
Uses database management system software and tools, and knowledge of logical database schemata, to investigate problems and collect performance statistics and create reports. Carries out routine configuration/installation and reconfiguration of database and related products.

Storage Management
Performs regular high-performance, scalable backups and restores on a schedule and tracks offsite storage. Carries out documented configuration for allocation of storage, installation and maintenance of secure storage systems as per the agreed operational procedure (e.g. using replication software to allow resilience). Identifies operational problems and contributes to their resolution (e.g. monitoring SAN for disk failures and replacing). Uses standard management and reporting tools to collect and report on storage utilisation, performance and backup statistics.

Incident Management
Following agreed procedures, identifies, registers and categorises incidents. Gathers information to enable incident resolution and promptly allocates incidents as appropriate. Maintains records and advises relevant persons of actions taken.
## Person specification

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<tr>
<th>Requirement</th>
<th>Specification</th>
<th>Essential</th>
<th>Desirable</th>
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</thead>
<tbody>
<tr>
<td><strong>Education &amp; qualifications</strong></td>
<td>Educated to degree level/ Level 6 vocational qualification or equivalent level of practical experience</td>
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| **Specialist knowledge & skills** | • Developing knowledge of one technical specialism within one IT domain e.g. Desktop Support within the IT domain of infrastructure  
• Ability to develop and maintain their own knowledge in their field  
• Ability to manage and prioritise own tasks  
• Able to communicate effectively orally and in writing  
• Highly proactive and enthusiastic | E         | E         |
| **Relevant experience**   | • Recent experience in delivering a service  
• Evidence of working at a tactical or operational level to deliver a technical solution  
• Demonstrable experience in a specific area of IT | E         | E         |
We interpret Land Economy broadly, as the multidisciplinary study of how society interacts with the environment, both natural and built. The Department includes lawyers, economists, planners, engineers and public policy, finance and real estate specialists. The Department encourages engagement with public policy and professional practice and thus with the resolution of contemporary problems alongside more fundamental analysis.

As currently constituted, the Department of Land Economy dates back to 1961. It is a self-governing academic department within the University’s School of the Humanities and Social Sciences. It currently employs around 60 academic staff, including nine full professors. It teaches just under 200 undergraduates, 115 masters students and 70 PhD students.

Research centres within the department include the Centre for Housing and Planning Policy Research, the Centre for Real Estate Research and the Centre for Environment, Energy and Natural Resource Governance, all of which contributed to the Department’s highly successful REF-21 submission, in which it was ranked first in the country for research quality (both GPA and proportion of 4*).

The undergraduate teaching programme builds on the multi-disciplinary character of the Department. Students receive a grounding in economics, both micro-economics and macro-economics, and then in subsequent years move on to economic analysis of the built and natural environment, including areas such as environmental economics, urban economics, regional economics, finance and investment analysis. Students also receive a grounding in law starting with public law and then moving on to environmental law, the law of real property and private law.

Advanced papers combine these approaches, including those on land markets and public policy, law and economics, urban and environmental planning, and land policy and development economics. Two papers concentrate specifically on real estate finance: fundamentals of finance and investment in the second year and advanced techniques in finance and investment for real estate in the third year.

All students are required to write a dissertation in their third year on a topic covered by one or more of the papers taught in the undergraduate course. At the postgraduate level there are three taught MPhil degrees plus an MPhil by taught MPhil degrees within the Department.
The School

The School of the Humanities and Social Sciences includes a wide range of disciplines with differing methodologies, from highly quantitative analysis of 'big data' to ethnography and the analysis of the material culture and thought of past societies. The geographical range is equally broad, with Centres of African, Latin American and South Asian Studies, and specialists within each Department or Faculty. Each institution has its own well developed research profile, but increasingly we are working across disciplinary boundaries within the School and with colleagues in other Schools. The School is participating in university-wide Strategic Research Initiatives such as public health, global food security, energy and conservation which bring the insights of social sciences to bear on some of the major issues facing the world today; Cambridge is one of the world's leading centres for science, technology and medicine, and the social sciences are now playing an increasingly important role in understanding the social, political and economic contexts. We are fortunate in the provision of research funds from the Philomathia Foundation for the Social Science Research Programme. The School is, in terms of student numbers, the largest of the six Schools in the university.
Terms of appointment – Update as required

Tenure and probation
Appointment will be made on a permanent basis subject to funding. Appointments will be subject to satisfactory completion of a probationary period.

Pension
You will automatically be enrolled to become a member of USS (Universities Superannuation Scheme). If you are already a member of the NHS Pension scheme, you may be eligible to continue in the scheme and should contact the Pensions section of the University. For further information please visit: www.pensions.admin.cam.ac.uk/

Annual leave
Full time employees are entitled to annual paid leave of 6.6 weeks (or 33 days) for those working full time, plus public holidays.

General information
Pre-employment checks

Right to work in the UK
We have a legal responsibility to ensure that you have the right to work in the UK before you can start working for us. If you do not have the right to work in the UK already, any offer of employment we make to you will be conditional upon you gaining it.

Health declaration
Once an offer of employment has been made the successful candidate will be required to complete a work health declaration form.

Qualifications
The person specification for this position lists qualifications that are essential and/or desirable. Please note that if you are offered the post you will be asked to provide your relevant original certificates of these qualifications.

References
Offers of appointment will be subject to the receipt of satisfactory references.

Information if you have a disability
The University welcomes applications from individuals with disabilities. We are committed to ensuring fair treatment throughout the recruitment process. We will make adjustments to enable applicants to compete to the best of their ability wherever it is reasonable to do so and, if successful, to assist them during their employment. Information for disabled applicants is available at http://www.admin.cam.ac.uk/offices/hr/staff/disabled/

We encourage you to declare any disability that you may have, and any reasonable adjustments that you may require, in the section provided for this purpose in the application form. This will enable us to accommodate your needs throughout the process as employees may declare a disability at any time.

If you prefer to discuss any special arrangements connected with a disability, please contact, the Department Administrator, who is responsible for recruitment to this position. Alternatively, you may contact the HR Business Manager responsible for the department you are applying to via hrenquiries@admin.cam.ac.uk.
The University of Cambridge is one of the world’s oldest and most successful universities. We are a renowned centre for research, education, and scholarship that makes a significant contribution to society. The University is consistently ranked amongst the top universities in the world. Our affiliates have won more Nobel Prizes than any other University.

Our sustained pursuit of academic excellence is built on a long history of first-class teaching and research within a distinctive collegiate system. For eight centuries our ideas and innovations have shaped the world. Our principal goal is to remain one of the world’s leading universities in an increasingly competitive global higher education sector. Today the University of Cambridge is at the centre of a cluster of over 4,300 businesses employing 58,000 people. Our capital investment projects include the West Cambridge site, the North West Cambridge development and the growth of the Biomedical Campus in the south of the city. The North West Cambridge development includes the opening of a primary school – the first in the UK to be managed by a University. So we are deeply embedded in, and committed to serving, our local community. These are all conspicuous signs of a University that is not only adapting to new needs, but also anticipating the future.

Our mission is to contribute to society through the pursuit of education, learning, and research at the highest international levels of excellence. Our core values are:

- freedom of thought and expression; and
- freedom from discrimination.
Our ideas and innovations have shaped the world. Our campaign, 'Dear World... Yours, Cambridge', will raise £2 billion to help us shape all our futures.

About us

The University is one of the world’s leading academic centres. It comprises 150 faculties and departments, together with a central administration and other institutions. Our institutions, museums and collections are a world-class resource for researchers, students and members of the public representing one of the country’s highest concentrations of internationally important collections.

The University has an annual income of £1.66 billion. Research income, won competitively from the UK Research Councils, the European Union (EU), major charities and industry, exceeds £400 million per annum and continues to grow.

The Colleges and the University remain committed to admitting the best students regardless of their background and to investing considerable resources both in widening access and financial support.

The 31 Colleges are self-governing, separate legal entities which appoint their own staff. Many academic staff are invited to join a College as a Teaching Fellow, which provides a further social and intellectual dimension. The Colleges admit students, provide student accommodation and deliver small group teaching. The University awards degrees and its faculties and departments provide lectures and seminars for students and determine the syllabi for teaching and conducting research.

The University’s estate is undergoing the most significant transformation in its history. Cambridge has been able to create a new science and technology campus to the west of the city centre, and is now expanding further to the north west of Cambridge including investing in affordable homes for University key workers and community facilities. Even with our continued development, the University remains within walking or cycling distance across the campus. The University is a major partner on the Cambridge Biomedical Campus and we continue to redevelop our historic city centre sites demonstrating our determination to ensure that we can offer the best facilities and opportunities for our staff and students.

Our instinct for seeking out excellence and setting up enduring and mutually beneficial collaborations has led us to establish strategic partnerships across the globe. Whether it is the successful Cambridge-Africa Programme involving universities in Ghana, Uganda and elsewhere on the African continent; or the close association with the government of India to pursue new research in crop science; or the creation, with Germany’s Max Planck Institutes, of a Cambridge-based centre for the study of ethics, human economy and social change – international partnerships are now an inextricable part of the University’s make-up.
Working at the University

Working at Cambridge you will join a diverse, talented and innovative community, with more than 18,000 students and over 11,000 staff from all walks of life and corners of the world.

The University continually explores strategies to attract and retain the best people. It is committed to supporting its staff to achieve their best. We are a fair, diverse and inclusive society and we believe our staff are our greatest asset. There is strong commitment to developing institutional leadership and supporting and encouraging staff development at all levels. Furthermore, the University’s Athena SWAN award recognises and celebrates good practice in recruiting, retaining and promoting women. We offer a variety of roles including academic, research, professional, managerial and support roles. We also offer extensive benefits and excellent learning opportunities within a stimulating working environment. The University has signed up to the Race Equality Charter, a notional framework for improving the representation, progression and success of minority ethnic staff and students within higher education.

Living in Cambridge

Cambridge is rich in cultural diversity. From beautiful University and College buildings, museums and art galleries, quaint gardens and punts on the River Cam, to a vibrant restaurant and café scene, our employees are surrounded by the wonderful features of this unique city.

If you prefer the faster pace of life, London is a 45 minute train journey away. For those travelling from overseas, Stansted Airport is just 45 minutes away and Heathrow Airport under 2 hours away.

The University is a short distance from a host of other attractions such as Ely Cathedral, Newmarket Races and various wildlife parks and stately homes.

Cambridge is also within easy reach of the beautiful Broads and coastlines of Norfolk and Suffolk.

Further information about attractions in and around Cambridge can be found at Visit Cambridge, the official tourism website for the city.
What Cambridge can offer

We offer a comprehensive reward package to attract, motivate and retain high performing staff at all levels and in all areas of work. The University offers a wide range of competitive benefits, from family leave entitlement, to shopping and travel discount schemes. Our generous annual leave package contributes to the positive wellbeing of our University employees. Sabbatical leave enables academics to focus on research and scholarship, whilst still maintaining their full salary. The University also has a career break scheme for academic and academic-related staff, with additional flexible working policies for all other staff.

CAMbens employee benefits
We offer a CAMbens scheme for University employees, providing access to online and in-store shopping discounts and cashback. With more than 2,000 participating retailers, employees can save money on a wide range of household expenses, from groceries and clothes, to holidays and insurance and much more. A range of local discounts are also available, helping employees to save money whilst also supporting local Cambridge businesses. CAMbens Cars and CAMbens Cycle to Work salary sacrifice schemes are also available, which enable employees to save money on transport costs. A 10% discount rate on the purchase of train season tickets, bulk buy tickets and an interest free travel to work loan are also available for staff of the University of Cambridge.

Family-friendly policies
The University recognises the importance of supporting its staff. We have a range of family-friendly policies to aid employees’ work-life balance including a generous maternity, adoption and shared parental leave entitlement of 18 weeks full pay and emergency family care support via My Family Care.

In addition, our Ofsted rated ‘outstanding’ workplace nurseries, childcare vouchers, a childcare salary sacrifice scheme and a high quality holiday play scheme are available to help support University employees with caring responsibilities. The Newcomers and Visiting Scholars Group is an organisation within the University run by volunteers whose aim is to help newly arrived wives, husbands, partners and families of Visiting Scholars and members of the University to settle in Cambridge and give them an opportunity to meet local people.

Your wellbeing
The University’s Sport Centre, Counselling Services and Occupational Health are just some of the support services available to University employees to promote their physical and mental wellbeing. There are many societies in Cambridge catering for almost every taste and interest. Whether you want to take part in a sport, participate in music or drama, pursue a hobby, or join a political group, you will almost certainly find that a society exists for this purpose. The University also hosts the Cambridge Science Festival and Cambridge Festival of Ideas, as well as Open Cambridge weekend, which together attract over 50,000 visitors per year. The festivals are a great opportunity to get your first taste of public engagement, through volunteering, supporting hands-on activities or proposing a talk.
What Cambridge can offer

Pay and benefits
The University salary structure includes automatic service-related pay progression in many of its grades and an annual cost of living increase. In addition to this, employees are rewarded for outstanding contribution through a number of regular pay progression schemes. The University offers attractive pensions schemes for employees, with an additional benefit of a salary exchange arrangement providing tax and national insurance savings. Payroll giving is also a simple, tax-efficient way for employees to make monthly donations to charity.

Relocating to Cambridge
The University Accommodation Service exists to help employees in their search for a rental home in Cambridge. A new University development at North West Cambridge called Eddington offers subsidised rented accommodation to University staff. The development consists of high quality furnished one and two bedroom apartments. For more information about the development and how to apply please visit the website www.nwcambridge.co.uk

The importance of helping individuals settle into a new area is also recognised by the University. The Shared Equity Scheme https://www.hr.admin.cam.ac.uk/pay-benefits/cambens-employee-benefits/financial/shared-equity-scheme provides financial assistance to qualifying new members of staff with the purchase of living accommodation, where they have to relocate to take up their appointment. Removal expenses are also available for qualifying new members of staff.

Equality & diversity
The University has a vibrant and varied community. We support and encourage under-represented groups and we value diversity. We welcome applications from individuals with disabilities. Our recruitment and selection procedures follow best practice. We have an Equal Opportunities Policy, along with a range of diversity networks for women, black and minority ethnic and lesbian, gay, bisexual and transgender staff. More details are available here: http://www.equality.admin.cam.ac.uk/

Development opportunities
We support new employees to settle in through various activities. The encouragement of career development for all staff is one of the University's values and we put this into practice through various services and initiatives. Our Personal and Professional Development Department provides development opportunities and courses for all University employees. These include face-to-face sessions, online learning modules and webinars. Employees may also apply for financial support to undertake training that will lead to a qualification. We offer reduced staff fees for University of Cambridge graduate courses and the opportunity to attend lectures and seminars held by University departments and institutions. The CareerStart@Cam programme also supports employees in assistant staff roles who do not hold higher education qualifications to develop their skills, experience and qualifications.

Whether it is understanding the molecular basis of neurodegenerative diseases, or helping farmers in India increase their yield, or discovering better ways to live in large cities – I know that what we do in Cambridge affects lives, and livelihoods, the world over.

Vice Chancellor Emeritus, Professor Sir Leszek Borysiewicz, 2016
How to apply

Applications should be submitted online via the University of Cambridge jobs page www.jobs.cam.ac.uk by clicking “Apply online” in the job advert. You will need an email address to register for our online system.

Informal enquiries are welcomed and should be directed to:

Samantha Wyatt – Administrative Officer
Email: slc74@cam.ac.uk

The closing date for applications is 29th December 2023