

## JOB DESCRIPTION

<b>Job Title:</b>	<b>IT Support Analyst</b>
<b>Responsible to:</b>	IT Manager
<b>Place of Work:</b>	Christ's College, Cambridge and all property owned by the College in and around Cambridge
<b>Salary Range:</b>	Points 34 – 39 (Grade 5) on the University single salary spine
<b>Hours:</b>	Two-year fixed term, full time, 36.5 hours per week. Some out-of-hours duty may be necessary from time to time.
<b>Holidays:</b>	33 days annual leave (inclusive of public holidays)
<b>Pension Scheme:</b>	The College offers membership of a contributory pension scheme. Subject to your age and earnings level, you may be eligible for auto-enrolment into the scheme, and you have the right to opt in at any time.

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### Job Summary

To work as a member of a small Information Technology Services (ITS) team with primary responsibility for maintaining, auditing and improving IT services required to support the College's business and academic activities. This will include providing advice, technical and operational support on a wide range of IT issues and includes AV assistance. The role will require a strong commitment to customer service and excellent team working and inter-personal skills.

### Key Responsibilities

- Assist in the administration of the hybrid cloud IT infrastructure including account maintenance and support.
- Take a lead, front line role in the operational support of IT and related AV operation and support issues in the College.
- Maintain a general up-to-date knowledge of IT technology as it relates to the College requirements.
- Support the secure use of computer systems, applications, equipment and/or resources with the provision of documentation and training materials as appropriate.
- Provide guidance to College members on the appropriate IT tools, processes and applicable policies.
- Assist with the rollout of software applications and regular maintenance and relocation of IT equipment and replacement of IT sundries.
- Assist College members with the use of systems and the resolution of reported problems.
- Be the primary point of contact for College members to report issues.
- Maintain the College helpdesk system and log all support requests.

- Diagnose and resolve or escalate support requests to other team members or third-party providers.
- Liaise with College members to advise them of the progress of relevant IT issues and work.
- Identify where potential improvements can be made and advise the IT Manager of areas of operation where College members are having issues.
- Collaborate with other IT staff to implement solutions and resolve service issues.
- Work with other staff to develop, test and implement new systems as required.

### **General Responsibilities**

- To take part in the College's appraisal scheme and to undertake training as required.
- To be responsible for your own health and safety in the workplace.
- To fully comply with all the College's policies including equality of opportunity and data protection.
- To undertake any other reasonable request or duties commensurate with your post.

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

Criteria	Essential	Desirable
Qualifications, Knowledge and Experience:	<ul style="list-style-type: none"> <li>• A Level or equivalent professional qualification in a relevant subject plus formal training.</li> <li>• Demonstrable detailed experience in some or all of the following: <ul style="list-style-type: none"> <li>○ Windows administration.</li> <li>○ Configuration of MS Office.</li> <li>○ TCP/IP networking.</li> <li>○ Good knowledge of current computer hardware and software.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Degree in Computing or related degree.</li> <li>• ITIL Foundation qualification</li> <li>• Experience of: <ul style="list-style-type: none"> <li>○ Windows 11.</li> <li>○ Windows Server 2022.</li> <li>○ Microsoft M365.</li> <li>○ MacOS.</li> <li>○ Linux.</li> <li>○ PowerShell.</li> <li>○ VMware or other virtual hypervisors.</li> <li>○ Software deployment.</li> <li>○ Video conferencing.</li> </ul> </li> </ul>
Planning and Organising:	<ul style="list-style-type: none"> <li>• Demonstrable ability to prioritise tasks and client requirements.</li> </ul>	
Problem Solving and Initiative:	<ul style="list-style-type: none"> <li>• Ability to clearly identify client requirements and apply a methodical approach to provide a solution.</li> <li>• Ability to prioritise work.</li> <li>• Ability to work to documented standards and procedures.</li> <li>• Demonstrable fault diagnostics and trouble-shooting skills.</li> </ul>	
Communicating and Influencing:	<ul style="list-style-type: none"> <li>• A professional, customer orientated approach to service and a diplomatic approach to all levels of IT users.</li> <li>• Able to provide clear and concise reporting.</li> <li>• Confidence to communicate with all levels of the organisation.</li> <li>• Excellent verbal and written skills and the ability to communicate knowledge to</li> </ul>	

	colleagues, including documenting work.	
Other Skills and Behaviours:	<ul style="list-style-type: none"> <li>• Able to work creatively in a fast paced, changing environment.</li> <li>• Sufficiently fit to move or carry IT equipment.</li> </ul>	

*June 2025*