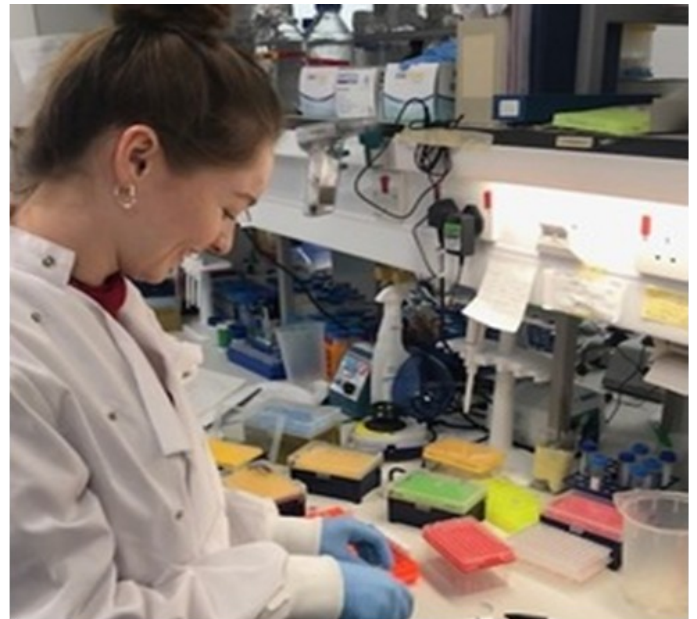


# IT Technician

Department of Genetics

Reference: PC44603

Closing date: 15th January 2025



# IT Technician

**Salary:**

£26,642-£30,505

**Contract:**

Permanent

**Location:**

Central Cambridge

**Faculty / Department:**

Department of Genetics

**Responsible to:**

Gareth Porteous  
and Paul Judge

**Working pattern:**

Full-time

The University of Cambridge has a Hybrid Working Policy that aims to enable as many staff as possible to work in a hybrid way if they so wish, whilst recognising that some roles will include tasks that can only be performed on University premises.

The Department of Genetics is looking to recruit an enthusiastic and self-motivated IT Technician who can assist with providing IT support for all teaching, research and administration activities within the department.

The duties of the successful applicant will be split 50/50 between the needs of the main Department and the Bioinformatics Training Facility (BTF) - which is also based within the Department of Genetics. More information on both can be found here: <https://www.gen.cam.ac.uk/> and here: <https://bioinfotraining.bio.cam.ac.uk/>

You will be fully supported in your role and, under the supervision of the IT Managers, you will provide first line support for the IT services of the Department of Genetics and BTF, including problem solving routine technical issues. You'll be working with the department's own network and servers, firewall, storage systems, desktops and laptops with a variety of operating systems, AV systems, printers, databases, websites, intranet etc. You will also collaborate with the IT Managers on the implementation of other service and infrastructure projects.

This role offers you the opportunity to develop your customer service skills, as well as your skills and knowledge in IT, while making a major contribution in supporting the Department's critical activities. Training will be provided through the University's computing service courses, as well as from line managers and the wider IT staff network within the School of Biological Sciences.

The Department prides itself on offering a vibrant, friendly and supportive work environment and this role provides the role holder with plenty of opportunities to interact with staff and students at all levels.



# Key responsibilities

## Customer Service Support

Act as the routine contact point on the IT Helpdesk, receiving and handling requests for support. Respond to a broad range of service requests for support by providing information to fulfil requests or enable resolution. Provide first line investigation and diagnosis and promptly allocate unresolved issues as appropriate. Assist with the development standards, and apply these to track, monitor, report, resolve or escalate issues. Contribute to creation of support documentation.

## Problem Management

Investigate problems in systems, processes and services. Assist with the implementation of agreed remedies and preventative measures.

## Systems installation/decommissioning

Install or remove hardware and/or software, and associated connections, using supplied installation instructions and tools. Conduct tests and correct malfunctions. Document results in accordance with agreed procedures. Assist with the evaluation of change requests. Contribute, as required, to investigations of problems and faults concerning the installation of hardware and/or software and confirm the correct working of installations.

## Application Support

Identify and resolve issues with applications, following agreed procedures. Use application management software and tools to collect agreed performance statistics. Carry out agreed applications maintenance tasks.

## Network Support

Assist in investigation and resolution of network problems. Assist with specified maintenance procedures.

## IT Infrastructure

Carry out agreed operational procedures of a routine nature. Contributes to maintenance, installation and problem resolution.

## Incident Management

Following agreed procedures, identify, register and categorise incidents. Gather information to enable incident resolution and promptly allocate incidents as appropriate. Maintain records and advise relevant persons of actions taken.

## Learning Delivery

Support the induction of staff members to new IT tools and services as the services are either deployed, or people start in a new role.

## Networking

Membership of the University IT Community in order to share knowledge, best practice, and technical expertise.



# Person specification

	Essential	Desirable
<b>Education &amp; Qualifications</b>		
A Level standard of education/NVQ Level 3 vocational qualification or equivalent level of practical experience	✓	
<b>Relevant Experience</b>		
Recent experience in delivering a service or an understanding of the skills required to deliver an effective IT service	✓	
Experience of supporting the use of IT systems and services	✓	
Experience of working in an IT related function	✓	
Demonstrable team working experience	✓	
<b>Skills</b>		
Clearly developed, or demonstrable ability to develop, good customer service skills	✓	
A solid working knowledge of Microsoft operating systems, Mac OS, iOS and Android	✓	
A good knowledge of Microsoft Office suite	✓	
Some knowledge of networking and familiarity with a variety of hardware	✓	
Ability to manage and prioritise own tasks	✓	
Ability to communicate effectively orally and in writing	✓	
Highly proactive and enthusiastic	✓	
<b>Additional requirements</b>		
The role holder should be sufficiently physically fit to be able to move and carry IT equipment	✓	



The Department of Genetics is a world-class research and teaching environment with particular strengths in quantitative approaches to genomics, epigenetics, population and evolutionary genetics, cell and developmental biology, and microbial genetics. The Department's core staff consists of 20 different research groups led by Principal Investigators (PIs) in academic or senior research roles. In total there are 22 academic staff, 48 members of research staff, 80 postgraduate students and an excellent team of 36 Professional Support Staff.

The Department has multiple collaborative links with other local institutes, particularly the Gurdon Institute, the Sainsbury lab, and the Cambridge Stem Cell Institute as well as with colleagues at the Biomedical Campus, the Wellcome Trust Sanger Institute and the European Bioinformatics Institute. It participates in a range of University Strategic Research Initiatives including Cambridge Neuroscience, Infection and Immunity, and Reproduction. Members of the Department contribute to several of the School of Biological Sciences Research Themes, including leadership roles in Functional and Evolutionary Genomics, and Reproduction, Development and Lifelong Health (<https://www.bio.cam.ac.uk/research/research-themes>) The Department is fully committed to the University Open Research agenda (<https://osc.cam.ac.uk/open-research/open-research-position-statement>) and strongly supports efforts to increase research reproducibility and transparency

The Department is located on the Downing Site in the centre of Cambridge, with an Evolutionary Genetics Laboratory 3 miles to the west of the city centre. The Department prides itself on the excellence of its research and teaching and has recently undergone major refurbishment providing state-of-the-art analytical and experimental research space, with additional community areas. There is a substantial research programme supported by external funding and a teaching programme covering a wide variety of courses ranging from small group tuition to lectures for 300-400 students.

The Department offers a stimulating, friendly and supportive work environment, we encourage innovation in research, teaching and the way we work. All staff are encouraged to play a full part in the life of the Department through teaching, research, participation in a range of seminars, regular staff

meetings and social gatherings and activities. We also have an active social media presence and encourage all staff to share their achievements.

We have a number of Departmental committees (Strategy, Infrastructure, Safety, Postgraduate Education, Teaching and Equality & Wellbeing) with representatives from different staff groups helping to develop and improve our policies and ways of working. These are supported by smaller working groups such as the Library and IT Working Group and the Professional Support Staff Forum.

When possible, the Department encourages a vibrant social life which includes regular happy hours, various get-togethers throughout the year, and a variety of wellbeing activities. The Department values interactions with the wider community and there are opportunities to contribute to outreach through for example the Annual Science Festival, Library activities, interactions with local schools and many others.

The Athena SWAN Charter was launched in June 2005 to recognise and reward commitment to advancing the careers of women working in higher education in science, technology, engineering, mathematics and medicine (STEMM). Although developed to address the lack of female representation in these subjects, the activities that support the Charter contribute towards a more positive working environment for all.

The Department currently holds Athena Swan Bronze Award status, attained in October 2018. This is supported by ongoing activities; actively encouraging female research staff into group leader positions, instigating dignity at work seminars for all staff, publicising and promoting our outreach and public engagement and promoting equality and wellbeing and family friendly policies (amongst others). The Department is committed to building a respectful working environment and fully supports the University Research Culture Action Plan (<https://www.postdocacademy.cam.ac.uk/research-culture>).

# The School of the Biological Sciences



**The goal of the School of the Biological Sciences is to deliver education, learning and research at the highest international levels of excellence. Building on our record as a world class University for Biological Sciences we aim to work in innovative ways to achieve ongoing excellence in a supportive and collaborative research and teaching environment.**

The research and teaching carried out in the School is diverse and covers animal, human, plant and microbial science from the atomic, molecular and cellular levels through to tissues, organs, whole organisms, populations, ecosystems, biodiversity, and human behaviour. This research has impacts on health and disease across species, agriculture, conservation and the environment as well as on the pharmaceutical and biotechnology industries, with direct translational relevance to the clinic, public services and social policy, and the bio-economy.

The School of the Biological Sciences employs around 2000 staff teaching over 4000 students (split roughly evenly between undergraduates and postgraduates). It consists of nine Departments (Biochemistry; Genetics; Pathology; Pharmacology; Physiology, Development and Neuroscience;

Plant Sciences; Psychology; Veterinary Medicine; Zoology) and four research institutes (Gurdon Institute, Cambridge Stem Cell Institute, Sainsbury Laboratory and the MRC Toxicology Unit) all of which are involved in fundamental biological research alongside undergraduate and postgraduate teaching.

Research in the School is organised in six major Themes, designed to provide integration across the School, encourage new conversations and enhance interdisciplinary networking critical for major innovation:

- Molecules and Cells: The Building Blocks of Life
- Infection and Immunity
- Neuroscience, Psychology and Behaviour
- Functional and Evolutionary Genomics
- Reproduction, Development and Lifelong Health
- Organisms, Evolution and Ecology

The School has teaching responsibilities in four undergraduates triposes: Natural Sciences, Medical Sciences, Veterinary Sciences and Psychological and Behavioural Sciences. It is part of the Graduate School of Life Sciences, which organizes and manages the graduate training and monitoring for Masters and PhD students, along with the Degree Committee.

# Terms of appointment

## Tenure and probation

Appointments will be made on a permanent basis subject to satisfactory completion of a 6-month probationary period.

## Hours of Work and Working Pattern

The hours for the position are full-time working Monday – Friday (36.5 hours per week).

## Pension

You will automatically be enrolled to become a member of CPS (Contributory Pension Scheme) – a defined benefit and defined contribution pension scheme. For further information please visit:

[www.pensions.admin.cam.ac.uk](http://www.pensions.admin.cam.ac.uk)

## Annual leave

Full time employees are entitled to annual paid leave of 36 days inclusive of public holidays. For part-time employees, annual leave will be pro rata'd based on days worked.

## 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 asked 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 required. However, applicants and employees may declare a disability at any time.

If you prefer to discuss any special arrangements connected with a disability, please contact, Sam Laister - HR Coordinator, who is responsible for recruitment to this position [sl725@cam.ac.uk](mailto:sl725@cam.ac.uk)

# The University

**The University of Cambridge is consistently ranked one of the best universities in the world, achieving academic excellence through its Faculties, Departments and other Institutions, together with the 31 Colleges.**

The University is renowned for its record of discovery and innovation. It is one of the great institutions, with a regional, national and global reach, attracting the very best and brightest minds. Our staff and students shape the world around us for the better: we attract and partner with like-minded people.

Whether contributing to the development of new anti-cancer drugs, adding to the understanding of how black holes are formed, revolutionising the study of ancient settlements, convening academic expertise to offer solutions to the climate crisis, or analysing public attitudes towards democracy around the world, the University's research is remarkable in its breadth, quality and impact. The University also sits at the heart of Europe's largest technology cluster and has catalysed more than 1,500 high-tech companies. And yet what inspires our 24,000 students and 13,000 staff is not what has already been achieved, but what is possible in the future.

The education and experience of our students, based on a partnership between the University's academic Departments and Faculties and the 31 Colleges, is second to none. Every student is a member of one of the Colleges, each a community of students, academics and staff drawn from across the University's comprehensive range of subject areas.





The University is a self-governing community, with a system for decision-making that provides a high degree of accountability and transparency to its members. Each Department and Faculty is part of one of six academic Schools, but each of them, and each individual academic, has a great deal of autonomy. The Colleges are independent and self-governing, working in a symbiotic relationship with the University.

The University has a number of Institutions that are independent of any Faculty or Department and are not part of the academic Schools. These include the Institute of Continuing Education (which provides high-quality education to adults throughout their lives), the Fitzwilliam Museum, Kettle's Yard (an historic house and gallery that holds important collections of modern art) and the University Library. In addition to their diverse contributions to University and public life, these non-School Institutions are also important centres of teaching and research.

Cambridge University Press & Assessment provides academic publishing, examinations and learning materials worldwide, supporting the dissemination of research, academic development at school and in higher education, and international student mobility. Legally, the Press & Assessment is a department of the University. It provides very important funds to invest in the academic purposes of the University.

The University has made truly remarkable contributions to the sum of human understanding, with breakthrough ideas and discoveries that have changed the way we understand ourselves, our planet, and the universe around us. Yet the global and national contexts in which it operates are fast-changing and increasingly filled with uncertainty. In a world that is becoming - politically, economically, socially, and technologically – ever more interconnected but even less equal, the University's mission – “to contribute to society through the pursuit of education, learning and



# 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 £2 billion. Research income, won competitively from the UK Research Councils, the European Union (EU), major charities and industry, exceeds £500 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 undergraduate students, provide student accommodation and pastoral support and deliver small group teaching for undergraduates.

The University awards degrees and its faculties and departments provide lectures and seminars for students and determine the syllabi for teaching.

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.

“Through its outstanding education, research and innovation, the University of Cambridge has made - and continues to make - a lasting contribution to human knowledge and is flourishing. By working at the University of Cambridge, you will be joining a vibrant community of students, scholars and professional services staff, committed to supporting and enhancing the University's mission to contribute to society.”

Professor Deborah Prentice,  
Vice Chancellor, 2023



# Working at the University

**Working at Cambridge you will join a diverse, talented and innovative community, with more than 24,000 students and over 13,000 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.

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.

## **Equality & diversity**

The University has built its excellence on the diversity of its staff and student community. We aim to be a leader in fostering equality and inclusion, and in promoting respect and a sense of belonging for all. We encourage applications from all sections of society. All appointments are made on the basis of merit. We have an Equal Opportunities Policy, along with a range of diversity groups, including the Women's Staff Network, Race Equality Network and LGBT+ Staff Network. More details are available here: <http://www.equality.admin.cam.ac.uk/>

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.



The University has a bronze Race Equality Charter award, with a framework for improving the representation, progression and success of minority ethnic staff and students within higher education. Furthermore, the University's silver Athena swan award recognises and celebrates good practice in recruiting, retaining and promoting gender equality.

# 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.**

You can find a wide-range of high street shops and 3 shopping centres, with independent alternatives at the historic market and nestled within the passageways in the city centre. You will find a cinema, bowling alley, a nightclub and various live performances at the Cambridge Leisure Park, with further entertainment options at the Corn Exchange, Arts Theatre and the ADC Theatre. Further information can be found on the Visit Cambridge website.

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.

## Relocation Support

The University recognises the importance of helping individuals to move and settle into a new area. We provide support and guidance to those relocating internationally or domestically to take up a post at the University of Cambridge, liaising with other University offices and selected partners to ensure comprehensive relocation support is available. This includes: accommodation, childcare, schools, banking, immigration and transport. If you would like further information, please visit <https://www.accommodation.cam.ac.uk/RelocationService/>. The Shared Equity Scheme and the Reimbursement of Relocation Expenses Scheme provide financial assistance to qualifying new members of staff with the costs of relocating to Cambridge.

## Accommodation Service

The University Accommodation Service helps staff, students and visiting scholars who are affiliated to the University in their search for suitable accommodation in Cambridge. The dedicated accommodation team can provide access to a wide range of University-owned furnished and unfurnished properties, and has a database of private sector accommodation available for short and long-term lets. For further information and to register with this free service please visit: <https://www.accommodation.cam.ac.uk/>



# 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.

## 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.



## CAMbens employee benefits

The University offers employees a wide range of competitive benefits, known as CAMbens. CAMbens offers something for everyone across a range of categories, including:

- Financial Benefits, including shopping discounts (both local and national) and a Payroll Giving scheme;
- Relocation and Accommodation Benefits, including relocation assistance and interest-free Rental Deposit Loans;
- Travel Benefits, including Cycle to Work, discounts on train season tickets and interest-free Travel to Work loans;
- Family Friendly and Lifestyle Benefits, including support with childcare and family friendly policies;
- Health and Wellbeing Benefits, including a University Staff Counselling Service, discounts at the University Sports Centre, and other local gyms, and healthcare schemes.



# What Cambridge can offer

## 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 26 weeks' full pay, and paid emergency leave for parents and carers.

Other family-friendly support includes:

Our highly regarded workplace nurseries, a childcare salary exchange scheme and a high-quality holiday Playscheme are available to help support University employees with caring responsibilities (subject to demand and qualifying criteria). Further childcare information can be found here: <https://www.childcare.admin.cam.ac.uk/>

The Newcomers and Visiting Scholars Group (<https://www.nvs.admin.cam.ac.uk/>) is an organisation within the University that welcomes the partners and families of visiting scholars and new members of the University. Run by volunteers, the group offers opportunities to visit interesting Cambridge venues, learn about the community, take part in social events and gain local knowledge while developing a strong support network of both residents and other newcomers.

## 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. The University delivers The Festival of Wellbeing annually, which is a programme of stimulating talks and activities, which aim to promote wellbeing and good mental and physical health. The University also hosts the Cambridge Festival, which is a great opportunity to get your first taste of public engagement, through volunteering, supporting hands-on activities or proposing a talk.

## Development opportunities

We support new employees to settle in through various activities as well as supporting their professional and career development on an ongoing basis. Our Personal and Professional Development (PPD) team provide development opportunities for all University employees, including face-to-face sessions, online learning modules and webinars. All employees also have unlimited access to LinkedIn Learning to support their development. Both new and existing employees can undertake funded Apprenticeships, which lead to a range of vocational and professional qualifications. 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. A range of University training providers also offer specialist learning and development in their own areas e.g. teaching and learning, digital literacy, finance, health and wellbeing, safety.



# How to Apply

Applications should be submitted online via the University of Cambridge jobs page [www.jobs.cam.ac.uk](http://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.

Conversations about flexible working are encouraged at the University of Cambridge. Please feel free to discuss flexibility prior to applying (using the contact information below) or at interview if your application is successful.

Informal enquiries are welcomed and should be directed to:

Gareth Porteous [gsp35@cam.ac.uk](mailto:gsp35@cam.ac.uk) and Paul Judge [pj237@cam.ac.uk](mailto:pj237@cam.ac.uk)

If you have any queries regarding the application process please contact

Sam Laister [sl725@cam.ac.uk](mailto:sl725@cam.ac.uk)

**The closing date for applications is midnight on Wednesday 15th January 2025.**

