

# IT Support Technician

## Clinical School Computer Service

Closing date: 22<sup>nd</sup> January 2025  
Job Reference: RY44629



# IT Support Technician

**Salary:**

£30,505 - £34,866 Per annum

**Contract:**

Permanent

**Location:**

Cambridge

**Department:**School of Clinical  
Medicine/CSCS**Responsible to:**

Systems Support Team Manager

**Working Pattern:**

Full Time

**Purpose of the role**

The Clinical School Computing Service (CSCS) provides IT services across all the Clinical School departments and other departments across the University (approximately 3,600 supported users, 3,400 supported systems plus network access for 1900 unmanaged devices).

The CSCS Support Team provides technical support services to the user base; the Systems Support Team is part of that team, and consists of this post, plus 2 further Systems Support Technicians, 6 Systems Support Analysts, a Systems Support Team Lead and the Systems Support Manager. The Team provides a second line support function behind the Service Desk Team. This consists of completing user requests, for instance; system builds, delivery, configuration of the system to user requirements, setup of new services and also incident response; working remotely or onsite solving technical problems escalated by the Service Desk.

Additionally, the team supports the AV functions in the Clinical School building, consisting of 21 seminar rooms, 2 lecture theatres and an e-learning suite for students. The team develops and maintains their client management systems, which it uses to provide deployment, configuration and patching services to our managed user base.

The role holder will provide second line support to CSCS users, including request fulfilment, incident response and AV support.



# Key Responsibilities

## Service Requests

- Respond to customer service requests such as new computer configuration, on-boarding of customer computers, OS upgrades, hardware upgrades, software installations
- Pass service requests on to the relevant team member or team within CSCS for completion where appropriate

## Incident Handling

- Troubleshoot and provide solutions to incidents escalated from the Service Desk
- Provide guidance to customers to prevent future reoccurrence or problems
- Escalate incidents to the relevant team member or team within CSCS, or third parties for resolution where appropriate
- Advise users on services and IT policy as appropriate
- Participate in AV support duties for the School's teaching facilities

## Improvement of CSCS Systems

- Participate in the improvement of our systems and tools
- Create or modify documentation for users and team members

# Person Specification

Criteria	Essential	Desirable
<b>Education</b>		
The role holder is expected to have a good education to A' level or above.		✓
<b>Relevant Experience</b>		
Experience in a service environment where dealing with people, enquiries and problems.	✓	
Experience of team working.		✓
<b>Specialist Knowledge and Skills</b>		
A good, up to date, working knowledge of desktop computer hardware and software.		✓
Experience of supporting PC hardware.	✓	
Experience in the use and configuration of current, vendor supported, Windows operating systems and Microsoft Office applications.	✓	
Excellent technical troubleshooting skills.	✓	
A good working knowledge of Mac or Linux.		✓
<b>Additional requirements</b>		
Excellent communications skills are critical for the role. The role holder must have a helpful and positive manner, be able to communicate clearly on a wide range of technical issues with people at all levels, be sociable and enjoy helping people with their problem or request.	✓	
The ability to communicate clearly in person, over the phone and in email is vital, and written skills will be important in the development of documentation for users.	✓	

This section summarises the behavioural attributes (or competencies) that we expect the role holder to be able to demonstrate, at what level and whether this is an essential or desirable requirement.

Full definitions are at: <https://www.hr.admin.cam.ac.uk/policies-procedures/behavioural-attributes>

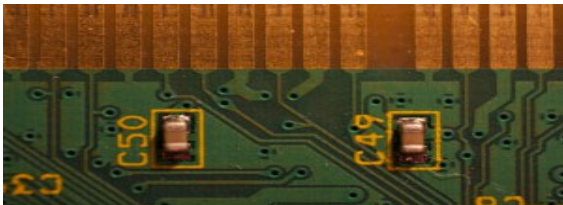
Please review these and provide specific examples in your application of how you have demonstrated these attributes in your work, education or other experience. It will assist your application if you explain the situation, what you did and what the outcomes were.

Attribute	Level
Valuing Diversity	A
Achieving Results	C
Communication	C
Innovation and Change	C
Negotiating and Influencing	D
People Development	C
Relationship Building	C
Strategic Focus	D

# Clinical School Computing Service

The School of Clinical Medicine has had its own School-level IT service since the mid-1990s, and the current operating model was launched in 2008, with the agreement of a new opt-in financial model. We support the research, teaching and business functions of the School, and those of its Institutions.

Over the years, the department has grown along with its user base, from a team of 18 in 2008 supporting just over 900 computers to 37 in 2025 supporting over 3,400 computers. There are over 5,300 devices on our network; primarily computers, but also printers, phones, servers and wireless access points. We have three server rooms geographically dispersed across the city.



In essence, CSCS offers a set of opt-in subscription-based IT services, where the user will subscribe to different options depending on their needs. A core CSCS principle is to provide a service which is demand driven, where the user can make choices about the systems they use, the services they subscribe to, and way they use those systems. We allow users administrative access to their computers and mandate only those controls which are required to ensure the security and stability of our services for all users (e.g. minimum versions, installation of anti-virus). This ensures a focus on user satisfaction and empowerment via our services, rather than restriction.

## Recruitment

CSCS is a constantly growing department, and whilst many of the senior technical and management staff started on the Service Desk we benefit from the new ideas and fresh perspective of external

appointees.



As well as access to online resources, we provide a staff training budget which allows staff to go on one or two instructor-led training courses per year. This improves our technical skill base, our service to users and allows staff to continue developing throughout their time at CSCS.

## The Teams

CSCS comprises multiple interdependent specialist teams; 1<sup>st</sup> and 2<sup>nd</sup> line support, Infrastructure, Development and Project Teams work together to achieve our strategy.

## The Technology

CSCS utilises industry-standard technologies and employs professional frameworks, providing staff with valuable, transferable skills and experiences that will further their careers.



Martin Keen, Head of CSCS and member of CSCS since 2008.

# School of Clinical Medicine

Doing great work in a great place to work

## About the School

The School of Clinical Medicine currently employs nearly 3,000 people, spanning all varieties of staff type from Academic Professors to administrative support.

In 1976 in response to the recommendation of the Royal Commission on Medical Education in the late 1960's, a complete medical course was re-established in Cambridge with the opening of the School of Clinical Medicine at the new Addenbrooke's Hospital site.

On 21st November 1980, HRH The Duke of Edinburgh, the Chancellor of the University of Cambridge, officially opened the Clinical School Building which presently accommodates the medical library, lecture theatres and seminar rooms.

The University of Cambridge School of Clinical Medicine aspires to change the practice of medicine and improve biological understanding in a wide range of clinical specialties and scientific disciplines. Collaborative research, both within biomedicine and crossing the boundaries to the mathematical, physical and social sciences, is key to our approach. The School also supports key enabling technologies and facilities in imaging, bioinformatics and biological systems. The main areas of research interest are:

- Cancer research
- Cardio-Respiratory Medicine
- Cellular mechanisms of disease
- Diabetes, Endocrinology and Metabolism
- Epidemiology, Public Health and Primary Care
- Genetics and Genetic Medicine
- Haematological and Transplantation Medicine
- Infection and Immunity
- Neurosciences and Mental Health
- Stems Cells and Regenerative Medicine.



**Professor Patrick Maxwell, Regius Professor of Physic and Head of the School of Clinical Medicine**

The School aims to provide leadership in education, discovery and healthcare. It will achieve this through; inspirational teaching and training, outstanding basic and clinical research and integration of these to improve medical practice for both individual patients and the population.

## The School will:

Through inspirational teaching and training, educate individuals who:

- will become exceptional doctors or biomedical scientists
- combine a depth of scientific understanding with outstanding clinical and communication skills demonstrate a caring, compassionate and professional approach to patients and the public and
- are equipped to become future international leaders of their profession.

Through its commitment to the pursuit of excellence, support scientists of international standing in basic and clinical research aiming to:

- understand fundamental biology and thereby the mechanisms underlying disease integrate basic and clinical research
- apply a rigorous mechanism-based approach to clinical problems and
- innovate to solve the health challenges of our society.

# Terms of Appointment

## Tenure and probation

The appointment will be made on a permanent basis.

The Appointment will be subject to satisfactory completion of a six month probationary period.

## Hours of Work and Working Pattern

The hours of work for the position are 36.5 hours per week, working Monday – Friday.

## 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 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.

## Equality and Diversity

We particularly encourage women and /or candidates from a Black, Asian and Minority Ethnic background to apply for this vacancy as they are currently under-represented at this level within our University.

## 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, the Department Administrator, who is responsible for recruitment to this position. Alternatively, you may contact the Clinical School Recruitment Team who are responsible for recruitment to this position via:

[cshrstaffhub@admin.cam.ac.uk](mailto:cshrstaffhub@admin.cam.ac.uk)



# The University

**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.



# 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 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.

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.”

**Prof Deborah Prentice,  
Vice Chancellor 2023**



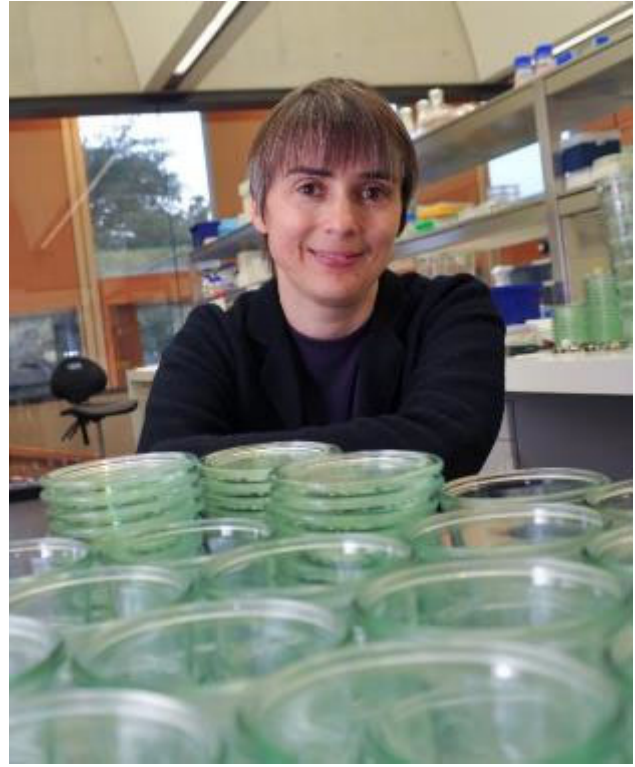
# Working at the University

**Working at Cambridge you will join a diverse, talented and innovative community, with more than 18,000 students and over 16,000 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.

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.



## 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 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/>

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

# 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/>. 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. Payroll giving is also a simple, tax-efficient way for employees to make monthly donations to charity.



## 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 and a CAMbens Cycle to Work salary sacrifice scheme is also available, which enables 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.



# 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 18 weeks full pay and emergency family care support via My Family Care.

Other family-friendly support includes:

Our highly regarded workplace nurseries, a childcare salary exchange scheme and a high quality holiday Playscheme may be 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 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. The Office of Postdoctoral Affairs supports the postdoctoral community within Cambridge. Further details are available here: <https://www.opda.cam.ac.uk/>

## 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.

## 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. Apprenticeship programmes are also available to support employees to develop their skills, experience and qualifications.



# Clinical School Benefits

## Cambridge Biomedical Campus

Being based on Cambridge Biomedical Campus gives the University of Cambridge School of Clinical Medicine employees an unrivalled range of on-site amenities.

### These include:

#### Core amenities

- Marks & Spencer Simply Food
- Clothes & Gift shops
- The Body Shop
- Newsagent
- Barclays Bank
- Hairdressers
- Costa Coffee/Starbucks
- Various food outlets

#### Sports and Leisure

The Frank Lee Sports and Leisure Centre on the Campus is open to everyone who works on the Campus including employees of companies. The Centre offers a comprehensive range of activities for both adults and children (during the school holidays). Facilities include a 25m heated indoor pool, tennis and squash courts, cardio gym and fitness rooms. There is also a licensed bar, restaurant and function rooms.

#### Childcare

Bright Horizons Long Road nursery is located on the Campus making it an ideal location for parents who work at the site. The nursery is purpose built and houses five home bases, each designed specifically for babies, toddlers and pre-school children, as well as a spacious and secure external area in which children can play and explore the outdoors.

#### Apprenticeship opportunities

These are available for new and current members of staff to earn while they learn. The University is committed to nurturing talent and developing expertise through providing relevant vocational and professional apprenticeships across all of its departments and institutions.



## Clinical School Wellbeing Programme

Following the launch of the Clinical School Wellbeing Programme in April 2014 it has continued to develop and grow each year. The School holds regular wellbeing talks and events in addition to hosting two dedicated Wellbeing Weeks packed with activities for staff each year. Activities include staff massages, smoothie bikes, step challenges, arts and crafts sessions and many more.

The School also has a team of Mental Health First Aiders recruited and trained from our own pool of staff. The School is always looking for new ways to engage staff and encourage them to look after their physical and mental wellbeing.



## Equality, Diversity and Inclusion

The School of Clinical Medicine has a dedicated governance group overseeing equality, diversity and inclusion related activities. Regular talks are held throughout the year and all staff members are expected to undertake Equality and Diversity training.

The School has a number of networks for different staff groups encouraging communication and sharing of practices. There is also a growing network of 100+ Equality Champions who meet termly and help raise awareness of equality, diversity and inclusion within their departments. The School currently holds a silver Athena SWAN award utilising the process to critically analyse all areas of equality and diversity within the school.

# 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:  
Pippa Hewett at [cscs.recruitment@medschl.cam.ac.uk](mailto:cscs.recruitment@medschl.cam.ac.uk)

The closing date for applications is Wednesday, 22<sup>nd</sup> January 2025.

The interview date for the role is: To be confirmed



UNIVERSITY OF  
CAMBRIDGE