

**JOB TITLE: IT SYSTEMS TECHNICIAN**

**REPORTS TO: IT SYSTEMS TEAM LEAD**

#### Background

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Cambridge Judge Business School (CJBS) has grown significantly in recent years, in terms of the number of staff, students, and educational programmes. The CJBS user community is diverse, demanding, and global. There are currently approximately 1,400 users, including teaching and research staff, administrative and support staff, students, visiting academics and participants in our Executive Education courses.

The Business School's IT estate is large and diverse, comprising over 800 managed PCs and laptops, a fleet of multi-function printers, 5 fully digital lecture theatres, and 30 digital seminar/meeting rooms used daily by the Business School members and the many external VIPs/visitors during and outside the University's term time. We operate a hybrid infrastructure, utilising the Microsoft technology stack. We have a portfolio of new projects to deliver and maintain the custom business applications we have designed and built for Cambridge Judge.

#### The role

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The role holder will manage IT infrastructure which supports the delivery of teaching & learning as well as administrative and operational systems. The role holder will also help protect the School's systems and data by proactively testing IT security. To meet the demands of the school the role requires quick assimilation of new ideas and embrace technology changes, directly or through professional training and personal development. The role is varied and cross-functional including project-based activities but also involves work with all other IT functions as required. For guidance and instruction, the role holder will work closely with the Team Leader and the ITS&SM.

Working with the IT Systems Team Leader, this role provides network, server, and security infrastructure administration on-site at the School. The role holder will have a working knowledge of on-premises services and be able to resolve infrastructure issues as and when they arise. This requires a broad range of technical and practical experience which includes, but is not limited to, networking, security, server administration, backup, disaster recovery, researching, and advanced fault finding.

The role holder will work with all other IT functions as required and will act as 2nd/3rd line support for issues that have been escalated. The IT Systems Technician role is constantly evolving, and the role requires the ability to quickly assimilate new ideas, embrace technology changes, and have the confidence and initiative to solve problems quickly and independently to ensure that support is provided as required for teaching and learning to be delivered successfully. The role holder will be fully trained and supported through on-the-job, commercial courses, and personal development programmes.

## **Main responsibilities**

### Networking

- Manage the physical network infrastructure, make configuration changes, and configuration backups, set up new network infrastructure, apply firmware updates, test configuration changes before applying changes to production and improve the service.
- Ensure that cabling and cabinets are tidy and that ports and connections are easily identifiable. You will manage network protocols, such as, but not limited to, DNS and DHCP and have a thorough understanding of TCP/IP.
- Have a solid understanding of the CJBS LAN and wireless network and how this ties into the wider CUDN.
- Liaise with UIS on network changes, VLANs and configurations.
- Manage IP address allocation using University systems and processes.
- Liaise with UIS on firewall rule changes and support the troubleshooting of wireless and network-related issues.
- Manage DNS entries, both for internal and external facing systems.
- Support on-site networked systems including, but not limited to, Chubb, Salto, BMS and networked hardware, such as lockers, card readers, and payment machines.

### Server Infrastructure

- Administer and manage physical and virtual server infrastructure, both on-premise and in the cloud, including upgrades to hardware, software, and associated services.
- Manage the server room, ensuring the room is kept safe and tidy.
- Manage virtual networking, including VPN and multi-site connectivity.
- Manage on-premise services, such as, but not limited to, Active Directory, Group Policy, DNS, DHCP, and Remote Desktop Services.
- Manage cloud virtual machines and virtual networks and assist the team leader with the management of costs of any cloud computing resources utilised in the IT Systems Team.
- Administer and manage virtual servers using the UIS Infrastructure as a Service system, including creating virtual servers, adjusting resources, installing software and ensuring servers are patched and compliant with University security policies.

### Storage Administration

- Administer on-site storage, including enterprise SAN storage, as well as backup/DR storage and local server storage.
- Manage and administer cloud storage solutions e.g. for backup and disaster recovery.
- Administer University file and research storage offerings, liaising with stakeholders to discuss requirements, and grant access and extend storage as required.
- Manage backup storage.
- Purchase storage via UIS as required for teams and departments.

### Backup and Disaster Recovery

- Administer and monitor server backups, investigating issues and rectifying backup failures promptly.
- Build backup and DR solutions in line with University policy.
- Manage data backups, including cloud data backups to ensure the school can restore key data and recover from an incident or disaster.
- Regularly test backups to ensure recovery of data works as expected.
- Test disaster recovery processes to ensure the processes are fit for purpose, and take part in incident response and planning scenarios.

### Student Systems Support

- Administer and configure School systems, such as, but not limited to, the school attendance monitoring platform, the library database system, and the catering system.
- Work with suppliers to help support the technical implementation and help develop the platforms as required by key stakeholders.
- Manage network equipment related to the attendance system, such as card readers and Bluetooth beacons.
- Troubleshoot attendance queries from students and work with the programme teams to update and develop the technical requirements of the platform.

### Faculty Research Support

- Work with Faculty to set up research compute platforms and solutions, utilising UIS services, such as storage, servers, HPC, and the secure research services available.
- Help set up and support data services, such as Factset and other requested solutions.
- Work with Faculty on new research support requests and find suitable solutions for their research requirements.
- Ensure confidential data is secured using the correct research service platform, in line with the University guidelines and security policies.

### Proactive IT Security

- Patch all on-premise infrastructure, including servers, server applications, and local network-joined PCs in line with policy.
- Control devices on the local network.
- Proactively, schedule and monitor IT security scanning, reporting issues and incidents on time to the IT Systems Team Leader.
- Work with the development team to scan developed applications for security vulnerabilities.
- Administer the firewall service, monitoring and reviewing security events and reviewing the rule sets as per policy.

- Understand the importance of RBAC and apply it to the systems and services you are responsible for administering. Keep up to date with security news and developments, including new security technologies and zero-day vulnerabilities.
- Arrange proactive security scans, such as penetration testing, with third-party support for school systems and services, and report any identifiable issues to relevant team leads and the ITS&SM.

### ITSM

- Use the ITSM features to manage workloads, and requests and help standardise the approach across the team, using frameworks such as ITIL.
- Use the project management tool to track tasks and the change management processes to record changes to systems and services.
- Promote the use and benefits of the ITSM within the wider team. Create standard operating procedure documentation for systems and processes.

### Communication & Relationships

- Proactively engage and collaborate with other team members to ensure that everyone is aware of changes and current activities, as well as working together to solve cross-team problems and collaborate on projects.
- Develop relationships with key stakeholders, promoting services and technologies and ensure that changes to systems and services are collaborative, engaging the community for feedback.
- Foster relationships with faculty, staff, and students to promote existing and new technology and services, both in person and via normal communication channels, such as SharePoint. Be open to accepting and giving feedback.
- Liaise with University central IT and also with vendors for the software and hardware that we use.
- The role holder will need to be comfortable with engaging with these external contacts and ensuring they complete work to our satisfaction and on time, including assisting them when they are onsite.

### Research & Development

- Attend training courses, conferences, exhibitions, and seminars, reading specialist journals and online publications to keep technical knowledge up to date.
- Research and test new and emerging technologies in alignment with strategic aims and stakeholder feedback.
- Undertake technical training as per the roles development pathway.

### Problem-Solving

- Take a logical and thorough approach to find the root cause, with a solution-focused approach. Identify sustainable solutions to mitigate future risks and be open and willing to seek assistance or to escalate where appropriate.
- Report issues you cannot locally resolve.

- With your team lead, utilise the ITSM problem management features to record problems and communicate these to stakeholders.

## The person

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The ideal candidate should have the following qualities, skills, and attributes:

- Experience managing and troubleshooting network infrastructure (e.g., switches, VLANs, firewalls, DNS, DHCP).
- Hands-on experience in server administration, including Active Directory, Group Policy, DNS, DHCP, VPN, and Remote Desktop Services.
- Experience with storage administration, including SAN/NAS solutions, backup/DR solutions, and file storage management.
- Strong knowledge of networking protocols, including TCP/IP, DNS, DHCP, VLANs, and VPNs.
- Ability to diagnose and resolve network, server, and storage-related issues.
- Proficiency in server virtualization technologies such as VMware, Hyper-V, or KVM.
- Strong troubleshooting and problem-solving skills.
- Excellent communication skills to engage with stakeholders, faculty, and students.
- Degree in Computer Science, IT Management, or related field, or equivalent practical experience.
- Willingness to undertake occasional out-of-hours work to meet critical deadlines.
- Ability to lift and install networking and server equipment.

## Benefits

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This is a full-time position working 36.5 hours per week. There will be a six-month probationary period. Holiday entitlement is 28 days per annum plus eight days of public holidays. The salary will be in the range of £33,232- £39,105 per annum.

The full incremental salary range for the position is advertised in order to demonstrate the progression for the Grade. In the majority of cases appointments will be made at the Grade minimum; only in very specific exceptional circumstances can a higher salary be offered.

The University of Cambridge comprises more than 150 departments, faculties, schools and other institutions, plus a central administration and 31 independent and autonomous Colleges. It is one of the world's oldest and most successful universities, with an outstanding reputation for academic achievement and research.

With excellent benefits, extensive learning opportunities and a stimulating and attractive environment, the University of Cambridge is a great place to work. Our employees are eligible for a wide range of competitive benefits and services. We give them access to numerous discounts on shopping, health care, financial services and public transport. We also offer final salary pensions and tax-efficient bicycle and car lease schemes.

We have two nurseries and a holiday play scheme to help support those with childcare responsibilities and we offer various types of family-friendly leave to aid employees' work-life balance. In addition, we operate a number of initiatives to promote career development, health and well-being.

Further details can be found at [www.admin.cam.ac.uk/offices/hr/staff/benefits](http://www.admin.cam.ac.uk/offices/hr/staff/benefits). There is also a range of information about living and working in Cambridge at [www.jobs.cam.ac.uk](http://www.jobs.cam.ac.uk).

#### Application arrangements

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To submit an application for this vacancy, please search for this position on the University's Job Opportunities website at [www.jobs.cam.ac.uk](http://www.jobs.cam.ac.uk) and click on the "Apply online" button at the bottom of the relevant job description. This will route you to the University's Web Recruitment System, where you will need to register an account (if you have not already) and log in before completing the online application form.

#### **The closing date for applications is 23 February 2025.**

Applicants are required to provide details of two referees. These will not be contacted unless the applicant is shortlisted.

#### Equality of opportunity at the University

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The University of Cambridge is committed to a proactive approach to equality, which supports and encourages all under-represented groups, promotes an inclusive culture and values diversity. Entry into employment with the University is determined by personal merit and by the application of criteria required for the post. No applicant for an appointment or member of staff will be treated less favourably than another on the grounds of sex (including gender reassignment), marital or parental status, race, ethnic or national origin, colour, disability (including HIV status), sexual orientation, religion, age or socio-economic factors.

The University has various diversity networks which help it to progress equality; these include the Women's Staff Network, the Disabled Staff Network, the Black and Minority Ethnic Staff Network and the Lesbian, Gay, Bisexual and Transgender Staff Network.

#### Information if you have a disability

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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 [www.hr.admin.cam.ac.uk/policies-procedures/disabled-applicants-and-members-staff/support-services-available-within](http://www.hr.admin.cam.ac.uk/policies-procedures/disabled-applicants-and-members-staff/support-services-available-within).

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 [hrsupport@jbs.cam.ac.uk](mailto:hrsupport@jbs.cam.ac.uk).