

JOB TITLE: IT ADMINISTRATOR

REPORTS TO: IT SYSTEMS AND SERVICES MANAGER

Background

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.

Our IT infrastructure is extensive and varied, featuring over 800 managed PCs and laptops, a fleet of multi-function printers, five fully digital lecture theatres, and 30 digital seminar/meeting rooms. Our community and numerous external VIPs and visitors utilise these facilities daily, both during and outside of the University's term time. We operate a hybrid infrastructure with the Microsoft technology stack and are continually developing and maintaining custom business applications tailored for Cambridge Judge.

The role

The IT Administrator will provide comprehensive administrative support across all IT services. Their primary responsibilities include responding to tickets in the IT Service Desk, managing in-person queries, and ensuring they are directed to the appropriate IT team member. They will also oversee the purchasing of hardware and software, obtaining quotes, raising purchase orders (POs), writing dispensations, and communicating with stakeholders at all levels. Additionally, they will handle clerical duties for the management team, such as taking notes, managing diaries, and organising meetings.

The role holder will manage the loan equipment system, liaise with customers and the IT team via the service desk system and keeping tickets up to date. Utilising IT Service Management (ITSM) tools, they will manage workloads, improve processes, and ensure timely resolutions. Furthermore, they will deliver excellent customer service, engage with team members, and build strong relationships with key stakeholders across the Business School. Demonstrating initiative, being proactive, and contributing positively to the wider IT team are essential aspects of this role.

Main responsibilities

IT Service Management (ITSM)

- Use ITSM features to manage workloads and requests, standardising the approach across the team.
- Record all communications with requesters and use ITSM to improve efficiency and processes.
- Promote the use and benefits of ITSM within the wider team.

- Proactively add tickets to the service desk reported through alternative means and escalate tasks to appropriate teams.
- Identify urgent tasks and prioritise them to ensure timely resolutions.

Purchasing

- Understand purchasing policies, hardware offerings, and processes.
- Obtain quotes, raise purchase orders (POs), and purchase hardware and software for the school.
- Cross-charge and arrange new starter equipment.
- Improve purchasing processes and work with the Service Desk Team Leader to facilitate stakeholder requests via the service desk.
- Liaise with HR on equipment for staff with health considerations and update stakeholders on orders, returns, and delivery times.

Loan equipment

- Manage the loan equipment system and process.
- Monitor hardware, send reminders for overdue equipment, and ensure adequate stock of common peripherals.
- Report any damages.

Administrative support and organisation

- Undertake general office administration tasks, including documenting meeting notes and organising team events and meetings.
- Organise meetings for the Senior IT Management Team.
- Understand and appreciate the school's user management system and its role in the organisation.

Customer service

- Demonstrate a commitment to providing excellent service.
- Confidently and courteously deal with diverse stakeholders at all levels.
- Represent the IT Team positively, creating a welcoming first impression for new staff and students.

Team collaboration

- Engage and collaborate with team members to ensure awareness of changes and current activities.
- Develop relationships with key stakeholders, promote services and technologies, and gather community feedback.
- Foster relationships with faculty and staff through various communication channels, such as SharePoint.
- Be open to giving and receiving feedback.

Professional development:

- Attend training courses, conferences, exhibitions, and seminars as appropriate.
- Undertake training as per the role's development pathway.

The person

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

- Educated to A Level standard or equivalent standard.
- Ability to identify tasks and pass them on to relevant experts.
- Excellent organisational and prioritisation skills.
- Ability to manage a conflicting workload and manage deadlines.
- Ability to work with little supervision.
- Up-to-date working knowledge of all Microsoft Office products (Word, Excel, PowerPoint etc.).
- Strong customer service skills and a can-do attitude.
- Ability to communicate effectively, efficiently and courteously to a wide range of stakeholders.
- Practical experience working in a fast-paced administrative role.
- Experience working in a customer-facing environment.
- Ability to work well within a team.

Benefits

This is a part-time position working 15 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 £26,642-£30,505 per annum. Please note, holiday entitlement and salary will be pro-rated for part-time staff.

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. There is also a range of information about living and working in Cambridge at www.jobs.cam.ac.uk.

Application arrangements

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 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 2 March 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

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

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.

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.