

# System Support Analyst (Fixed Term)

Cambridge Research Office

Closing date: 6th May 2025

Job Reference: EW45754



# System Support Analyst (Fixed Term)

**Salary:**

£34,319 – £40,339

**Contract:**

One year fixed term

**Location:**

Research Operations  
Office, Greenwich  
House

**Faculty / Department:**

Research Office

**Responsible to:**

Enterprise Service Manager

**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.

**Overview**

The role is based in a large department of the University, where departmental activity is reliant upon delivery of services.

The role is based in the Cambridge Research Office (CRO) of the University that is tasked with the effective delivery of support for the underpinning IT based systems and processes that support the work of the research office at the University.

The Service Analyst will be a member of a small team of service analysts responsible for answering queries from colleagues, investigating issues and liaising with technical teams both internal and external. The Analyst will work alongside the Research Office stakeholder service function/coordinator to respond and assist outcomes relating to the support of the University's research funding portfolio.

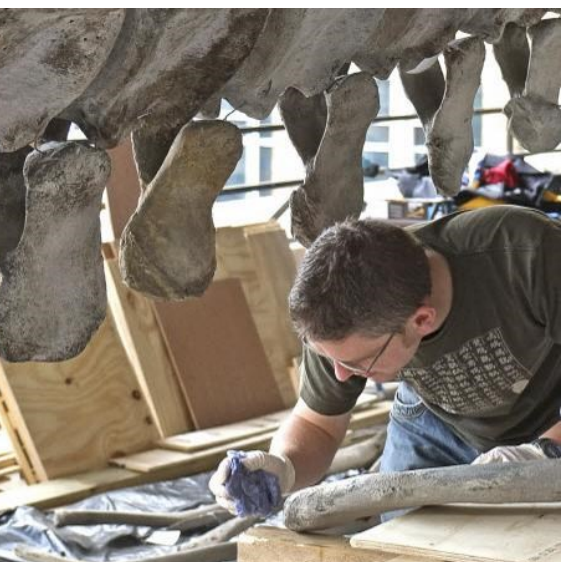
To deliver support, maintenance and improvement of established and legacy research systems, and processes. It is expected that the role holder will develop a thorough understanding of the relevant business systems and associated business

processes so that they can provide informed support and guidance to users of the systems and recommend and assess improvements to process efficiency and effectiveness. The role holder will be responsible for liaising with UIS, system providers and Research Office experts for problem resolution and solution implementation where appropriate.

**Role Purpose**

The role holder takes responsibility for providing first and second line support for Research Administration Business systems, working closely with the Service Owner, and Service Manager. The role holder will:

- Be a first point of contact for queries and issues relating to research administration systems and processes.
- Be responsible for support of the research business systems on a day-to-day basis, triaged calls to other teams where necessary.
- Be responsible for the administration of business systems, including access, configuration, monitoring and at times performing imports of data from other sources.





# System Support Analyst (Fixed Term)

## Purpose of the role...continued

- Analyse business requirements and design and assist in writing functional specifications of suitable solutions using a wide variety of methods, software products and software tools.
- Contribute proactively to the decommissioning plans for legacy systems as their capabilities are migrated to new solutions.
- Maintain expertise in the research administration business systems used to support the relevant services, understanding the capabilities and functionality such systems provide.
- Provide/support local training on research administration business services, techniques, use of IT and realising benefits of solutions.

## Key responsibilities

### Asset and Configuration Management

- Maintain accurate records of information relating to research administration systems including but not limited to versioning, successfully data imports and refreshes. Work closely with the service manager and service owners to ensure accurate records configuration of systems and their interfaces is maintained.

## Continual Service Improvement

- The role holder will Identify system and process optimisation opportunities and contribute to the implementation of proposed solutions in close liaison with the Service Owner, Service Manager and delivery teams of research administration systems.
- The role holder will where appropriate engage with suppliers via forums or user groups to make recommendations for improvement.
- Works alongside other System Support Analysts and the Service Manager on the migration plans from new to old systems.
- Create reporting based on data for both the prioritisation of continual improvement of systems and service in liaison with the Service Owner and Service Manager, and based on bespoke queries requested by the customer base. Coordination of the communication and scheduling of releases and post release testing of research administration systems.



# System Support Analyst (Fixed Term)

## Key responsibilities ...continued

### Customer service support

- The role holder will be the routine point of contact for queries requests and incidents raised by users of Research Administration systems. They will follow agreed procedures to log, categorise, manage, answer and where necessary triage tickets to the correct teams to fulfil requests, questions and incidents through to resolution. They will also support the service coordinator, acting as the referral point for any system support queries received via this channel. The analyst will support in monitoring service delivery channels (human, digital, self-service, automated) and collects performance data. The role holder will answer queries with advice, and provide documentation and materials to formalise that advice. The role holder will ensure teaching material (SharePoint content and user guides) for the Research office systems are maintained, accurate and effective.
- The role holder will be the routine point of contact for queries requests and incidents raised by users of the more established Research Administration systems. They will follow agreed procedures to log, categorise, manage, answer and where necessary triage tickets to the correct teams to fulfil requests,
- Champion best practice approaches (such as ITIL) to the delivery of an overall Service. Through understanding concepts such as Incident, Problem and Request for Change.
- Monitor and perform scheduled maintenance and data tasks on the services, verifying the

success of the jobs and taking corrective action when required.

### Relationship Management

- The role holder will act as a consistent and professional point of contact for users at all levels, supporting them to engage with the University's research administration processes and systems. This will cover all systems relating to research support.
- This will involve negotiating novel scenarios with colleagues across the collegiate University, and interpreting policy to support the University's strategic objectives.
- Contribute to the development of guidance and other resources to support users of these systems.
- Maintain ongoing communication with key stakeholders both within the Research Office and across the collegiate University. Implement strategic initiatives to increase engagement with systems and processes, such as communications campaigns, workshops, and training sessions. Coordinate the communication and scheduling of releases and post release testing of research administration systems.

# System Support Analyst (Fixed Term)

## Key responsibilities ...continued

- Play an active role in the University Grants Administration community of practice, sharing knowledge, best practice, and expertise.

## Information Security

- Contributes to the identification of risks, and mitigation following security assessments of Research Administration systems. Implements ways to mitigate risks and supports the investigation of suspected attacks or security breaches liaising with colleagues from the UIS security team.



# Person specification

Description	Essential or Desirable
<b>Experience</b> <ul style="list-style-type: none"> <li>Recent experience in supporting a business service underpinned by a technical solution</li> <li>Evidence of working at a tactical or operational level to deliver a technical solution</li> <li>Experience of working with external vendors for technical solutions</li> <li>Evidence of working at an operational level to implement administration processes and digital services</li> <li>Evidence of developing and applying an understanding of new applications/ functionality to deliver operational results.</li> <li>Managing processes and support colleagues for quality results</li> <li>Demonstrable experience sharing functional knowledge and skill to support the outputs and learning of colleagues and users</li> <li>Evidence of effectively sharing functional knowledge and skill to support the outputs and learning of colleagues and users</li> </ul>	<p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p> <p>D</p>
<b>Skills</b> <ul style="list-style-type: none"> <li>Developing knowledge of a technical specialism within one service domain e.g., Research Administration</li> <li>Ability to develop and maintain their own knowledge in their field</li> <li>Ability to manage and prioritise own tasks</li> <li>Able to communicate effectively orally and in writing</li> <li>Highly proactive and enthusiastic</li> <li>Strong problem analysis and solving skills</li> <li>Strong ability to build relationships at all levels of the organisation</li> </ul>	<p>All Essential</p>

## Declaration on Research Assessment

The University of Cambridge is a signatory to the San-Francisco Declaration on Research Assessment (DORA), and in recruitment or promotion evaluations will assess research on the basis of its merits rather than the journal or venue in which it is published. Applicants should not include Journal Impact Factors or uncontextualized metrics in their applications. Full details are at: <https://www.research-strategy.admin.cam.ac.uk/research-policy/DORA>

## Person specification cont...

Description	Essential or Desirable
<b>Qualifications</b> <ul style="list-style-type: none"><li>• Educated to /HND, HNC, level 4/5 vocational qualifications or equivalent level of practical experience in a related subject such as Computer Science or Mathematics</li><li>• Educated with a qualification in IT or equivalent practical experience.</li></ul>	D D
<b>Additional requirements</b> <ul style="list-style-type: none"><li>• Experience delivering training on best practice to users for software solutions</li><li>• The role holder may be required occasionally to work outside normal business hours in order to support critical business activities, system implementations/upgrades, or project releases</li></ul>	D D

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# Behavioural Attributes

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	C
People Development	C
Relationship Building	C
Strategic Focus	C

# Professional Services Values

Developed by professional services staff, our values underpin everything we do. By living the values in the work we do, we hope to foster an environment where staff feel empowered. The values encourage staff to; work together and share skills to create a sense of community, act with integrity, take an inclusive and fair approach and develop honest and open relationships that are underpinned by our shared values. We encourage applicants to consider these values within their application.





# Research Office

**The University has an exceptional reputation as one of the world's leading research intensive academic institutions; a distinction which is of vital importance to its financial future through attracting external funding for research and to maintaining its academic excellence by attracting the very best research staff and students to Cambridge.**

## About the Research Office

The University is one of the world's leading research-intensive academic institutions. The Cambridge Research Office (CRO) provides leadership to the community of practice for all research services necessary to support the research carried out across the University. Its effectiveness is critical to the University's continued position in the top 5 University's worldwide. The University's external research income was in excess of £500 million in 2022/23 and its block grant funding for research, capital investment innovation and knowledge exchange was in excess of £170M.

The Research Office also holds responsibility for taking a strategic role in the oversight and development of all aspects of the University's research activities.

The Research Office has a staff complement in excess of 200 and provides the central administrative hub for research activities at the University, with responsibility to maintain clear oversight of all Research Office policies and procedures, across the full range of pre- and post-award grants and contracts administration including quality assurance, risk management, audit and compliance.

The Research Office is responsible, annually, for submission of approximately 3000 applications totalling ~£1.4bn in value and approximately 1400 new awards.

The Research Office also holds responsibility for taking a strategic role in the oversight and development of all aspects of the University's research activities. It is also responsible for the central administration of the University's REF and KEF submissions. The office has lead responsibility for management and oversight of research governance and integrity at Cambridge, the management of strategic relationships with major research funders, and supporting the delivery of activities to develop the University's research strategy including the development of major applications for research funding, the University's portfolio of Interdisciplinary Research Centres, Strategic Research Initiatives and Research Networks, delivery of the programme of Strategic Research Reviews and central coordination of the University's research impact and knowledge exchange activities.



# Terms of appointment

## Tenure and probation

The appointment is a one year fixed term contract. Appointments 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.

## General information

### Pre-employment checks

**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.

## 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.

# 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.

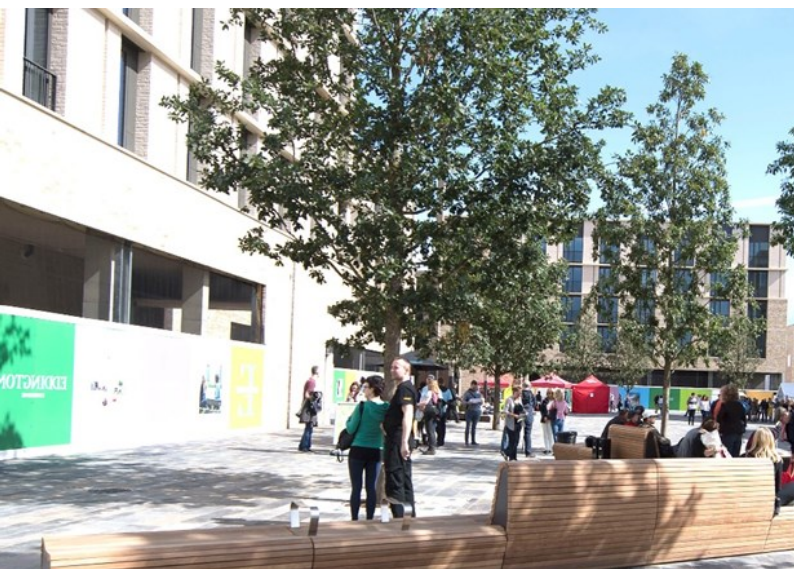
If you prefer the faster pace of life, London is a 45-minute train journey away. For those travelling from overseas, Stansted Airport is just 45 minutes away and Heathrow Airport under 2 hours away. The University is a short distance from a host of other attractions such as Ely Cathedral, Newmarket Races 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:

**Will Russell** Email: [weer2@cam.ac.uk](mailto:weer2@cam.ac.uk)

If you have any queries regarding the application process, please contact:

**CRO Recruitment:** [CROrecruitment@admin.cam.ac.uk](mailto:CROrecruitment@admin.cam.ac.uk)

The closing date for applications is: **6th May 2025**

We may close this vacancy earlier than the deadline as applications are being reviewed on a regular basis throughout the advertised period and interviews may take place for suitable candidates.

The interview date for the role is: **13th May 2025**

