

User Support Analyst

University Information Services

Closing Date: 16 July 2025
Job Reference: VC46440



User Support Analyst

Salary:

£35,116—£45,413

Contract:

Permanent

Location:

Central Cambridge

Faculty / Department:

University Information Services

Responsible to:

Team Lead

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.

Purpose of the role

The role holder will work within a team supporting key service(s) within the UIS, working closely with the Collegiate University: other team members, the team lead, appropriate Service Manager(s), Service Owner(s), Relationship Manager(s) and relevant institutional representatives. The role holder will be responsible for support and development of the service to the customer on a day-to-day basis. The role holder will provide 1st, and, in time, 2nd line helpdesk support to all-end users, ensuring assigned requests are managed according to procedures, using version control and release management standards and software. The role will also have a more functional side as the role holder will take part in project/programme activities, especially system documentation review and user communication. Finally, the role holder will review current user training provision, update or create from scratch when required and deliver user training.

Key responsibilities**VLE User Support: 1st line calls**

Responsible for analysing and producing solutions for all non-technical Lecture Capture related problems raised by the user community.

You will respond to 1st line support calls coming to our

helpdesk promptly and to high standards. You will know when to escalate to 2nd line in a timely manner and liaise with other members of the team like technical specialists, learning technologists, the Service Manager or the Service Owner as required.

VLE User Support: 2nd line AV calls

You will build up your knowledge to be able to resolve some of the 2nd line support calls.

2nd line support calls will be assigned to you or picked up by you in due time and following appropriate procedure. Liaising regularly with the customer, you will investigate the issue until you find the cause of the problem. You will identify options and, with the Service Manager or Service Owner approval when required, you will follow up with the customer to resolve the call.

Training & support - online and possibly face to face

Maintenance & updating of the VLE online training & support system.

Responsible for offering support in VLE courses/activities and producing solutions for the user community. You will help organise and provide training online and possibly face to



User Support Analyst

face to users, updating the online support system as required.

VLE training documentation

Create and update end-user training documentation and, from time to time and in consultation with other Analysts and learning technologists, specialised documentation relating to business processes.

Functional analysis

Working closely with institutions at all levels, you will actively seek to enable them to articulate business change management and business system inputs and outputs. Once further investigation into a request is approved, you will participate in gathering requirements, user story creation, gap analysis and final recommendation writing to support change.

Project support/ small project lead

Provides foundational support for projects. Assists with planning, scheduling, tracking and reporting using established tools and processes. Follows recommended solutions to ensure accurate documentation and communication of project progress.

Collaborates closely with project teams and stakeholders, gathering updates and information to maintain project records and ensure alignment with project objectives. In time, will be able to run small projects. Participates in project boards, assurance teams and quality review meetings when necessary.

Business process communication

Clarifies components of information data flows across business processes rules by communicating with Departmental Administrators, Colleges, etc. You will be able to liaise with a wide variety of stakeholders,

understand what needs clarifying and follow up as appropriate.

Business process documentation

You will help to support business process definition through stakeholder identification and liaison and thorough documentation. You will record and resolves business issues and keep track of decisions and outstanding issues in appropriate logs.

Business process improvement

Applies standard techniques to analyse existing business processes and identifies opportunities for improvement.

Collaborates with stakeholders to ensure process changes align with business objectives. Proposes and implements process improvements that enhance efficiency, effectiveness and quality. Develops and maintains process documentation. Supports the adoption of new technologies and tools to enable process automation and optimisation.

Customer experience

Analyses research to gather detailed insights into customer needs and preferences. Uses appropriate tools and methods for data collection. Participates in the design and optimisation of customer journeys. Collaborates with team members to implement customer experience improvements. Documents findings and supports the analysis process

Application support

Follows agreed procedures to identify and resolve issues with applications. Uses application management software and tools to collect agreed performance statistics. Carries out agreed applications maintenance tasks.

Person specification

	Essential	Desirable
Experience		
Have some experience of operating a VLE, Moodle in particular.	✓	
Demonstrate a high degree of computer literacy.	✓	
Experience of operating on a helpdesk, answering calls in a timely fashion and to high standards.	✓	
Experience of user training, review and update of training documentation.	✓	
Evidence of acquiring an understanding of, and applying the potential of new applications/functionality to deliver business results.	✓	
Experience of prioritising and juggling multiple project tasks with competing demands.	✓	
Experience of Teaching and Learning business and support processes as well as user requirements in Higher Education.		✓
Understanding of change management and requirements analysis concepts with a good understanding of Project Management techniques.	✓	
Experience managing, monitoring and debugging AV equipment through its support software or the AV equipment interfaces.		✓
Evidence of effectively sharing functional knowledge and skill to support the outputs and learning of colleagues and users.		✓
Knowledge of the applications and technologies utilised within the relevant business domain(s) such as Research, Student Administration, Teaching and Learning, Finance, HR, etc.		✓
Experience of business processes in Cambridge University.		✓

Person specification Continued

	Essential	Desirable
Skills		
Excellent critical reasoning skills, with the ability to stay calm and work effectively under pressure.	✓	
Good problem solving and independent solution research skills.	✓	
Excellent customer service skills, including verbal and written communication skills.	✓	
Empathic and analytical, combining negotiation skills with decisiveness.	✓	
Qualifications		
Educated to degree level or be able to demonstrate equivalent attainment through experience.	✓	
Additional requirements		
Ability to work independently and as part of multiple, wider teams.	✓	
Able to command the respect of senior staff in the university in the way they carry out their duties.		✓

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	B
Communication	C
Innovation and Change	C
Negotiating and Influencing	C
People Development	C
Relationship Building	B
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.



University Information Services

The UIS provides the digital infrastructure at the heart of the University's world-leading education and research.

For example, our high performance computing team has developed the UK's fastest academic computer and is supporting groundbreaking medical, engineering and astronomy research. Our networks team runs Europe's biggest privately owned ultra-high speed fibre optic network, connecting researchers, students and other organisations across Cambridge and beyond. And, the University's finance, HR and student administration rely on our business systems.

The University also has a bold ambition to use digitalisation to transform education and research. The UIS's team of developers, designers, testers, analysts and support staff is leading this exciting work. Our work ensures Cambridge continues to be one of the world's top universities.

The University of Cambridge consists of over 100 institutions (Departments, Faculties and Schools) and employs around 12,000 staff. The Director of Information Services leads a University Information Services function which positively adds value to the University. For the delivery of a world – class computing service for all of the relevant stakeholder communities.

As a customer focussed organisation the purpose of UIS is to provide business information services that underpin the critical management processes used across the collegiate University in research, teaching and administration.

The UIS works strategically with Schools, Faculties, Departments, Colleges and other institutions, in planning and delivering the future information service requirements of the University, progressively improving business processes, capabilities and information solutions that meet business needs.



Terms of appointment

Tenure and probation

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

Hours of Work and Working Pattern

The hours of work for the position are full-time, working Monday – Friday. We welcome applications from individuals who wish to be considered for part-time working or other flexible working arrangements.

Pension

You will automatically be enrolled to become a member of USS (Universities Superannuation Scheme) – a defined benefits pension scheme. For further information please visit:

www.pensions.admin.cam.ac.uk

Annual leave

Full time employees are entitled to annual paid leave of 41 days inclusive of public holidays. For new 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.

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.

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.

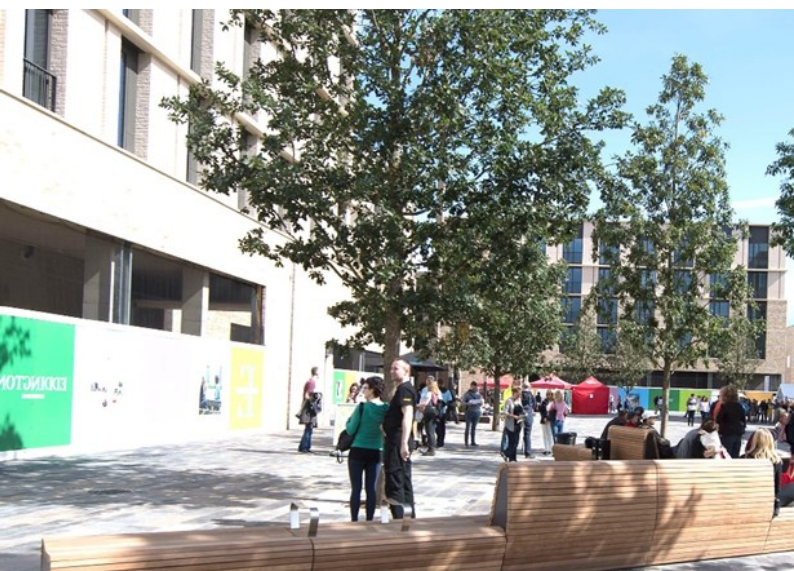
If you prefer the faster pace of life, London is a 45-minute train journey away. For those travelling from overseas, Stansted Airport is just 45 minutes away and Heathrow Airport under 2 hours away. The University is a short distance from a host of other attractions such as Ely Cathedral, Newmarket Races 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 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: **Philippine Charaud, Teaching, Learning and Assessments Team Lead**
Email: Philippine.charaud@uis.cam.ac.uk

If you have any queries regarding the application process, please contact:
recruitment@uis.cam.ac.uk

The closing date for applications is: 16 July 2025

The interview date for the role is: w/c 21 July 2025

