IT Officer (Operations team, part-time 18 hours per week)

IfM Engage works with companies, policymakers and other universities to put new ideas coming out of the Institute for Manufacturing into practice. We do this through consultancy, executive and professional education, events and open courses. We work with companies ranging from multinationals to start-ups, policymakers and other universities, in the UK and internationally.

We are currently looking for someone who has exceptional IT skills and enjoys working collaboratively to join our Operations team. The IT Officer will provide and maintain efficient and appropriate IT systems to support the needs of the company whilst ensuring legal compliance with data protection and licensing laws. The role will be responsible for maintaining links with the University IT staff and systems and putting measures in place to ensure sufficient back up of data to reduce risk to the business.

Responsible for providing on-site support to all IfM Engage staff and working to resolve all technical problems relating to in-house company systems.

Reporting and Support

This role reports to the Chief Executive Officer and works as part of the operations team

Role Summary

Maintaining essential systems to meet reasonable expectations of availability, reliability and performance.
Making hardware and software purchases and setting ready for use.
Providing support to staff on all IT hardware (both Windows and Mac) and software provided by the Company.
Being responsible for security of systems and data, including IT disaster recovery and backup planning and provision.
Being responsible for maintaining the Company’s Cyber Essentials status via the annual renewal process
Being the point of contact with other University bodies most notably Engineering IT and University Information Systems (UIS).
Networking with other bodies and individuals in the University or subsidiary companies (UIS or other Computer Officers) to share knowledge and develop contacts that may prove advantageous to the Company
Running in house or cloud based servers as necessary for accounting systems or other applications
Producing and maintaining documentation to a standard where a fellow professional could come in and understand the systems in place.

Providing in-house IT training, as and when needs arise

Becoming a Zoho superuser and supporting Company rollout

This is a permanent role and is part-time. We are open to conversations around flexible working and operate an ‘office first’ hybrid working policy (60% of working time minimum in the office). The salary band for this role is £34,000-£39,000 per annum pro-rata, plus a generous benefits package, including healthcare. We encourage applications from all sections of society.

What we are looking for

**Qualification**
A Bachelor’s degree in Information Technology, Engineering or equivalent experience

Microsoft or other IT professional certifications

**Experience**
3-5 years’ experience in a similar role

Ability to work autonomously to prioritise and manage workload to deliver against deadlines

Good knowledge of Cyber Essentials framework

Experience of working in a growing company desirable

**Skills**
Extensive skills in user support and system administration of Windows Services. This should include experience with Windows deployment tools, Windows services (Active Directory, DHCP, DNS) and file and print services

Understanding and experience of Mac support

Knowledge and experience of cloud based services (Microsoft SharePoint, Teams, Zoom, Slack etc. Zoho would also be an advantage)

Experience in training on IT systems and hands on customer support
Traits

- Effective, friendly and professional communication style
- Good attention to detail
- Willing to adapt
- Positive and diplomatic
- Structured and well organised

Applicants for this role must have the right to work in the UK. This opportunity closes Monday 27th November at 17.00.
To apply, please send a CV and covering letter to Alison Martin ifm-engage@eng.cam.ac.uk
You can view our privacy policy here