Gonville & Caius College

JOB DESCRIPTION

Trainee AV & IT Support Technician

Applications are invited for the new role of Trainee AV & IT Support Technician at Gonville and Caius College, a college of the University of Cambridge.

About Gonville and Caius College

Gonville and Caius is a college in the University of Cambridge. Commonly referred to as Caius (pronounced 'keys'), the College is at the centre of University life in Cambridge. It is also at the very centre of the town — moments away from the market square, a few minutes’ walk from the University Library and ideally placed for all the University departments.

The College comprises some 500 undergraduate students, 250 graduate students, and 120 Fellows (lecturers, professors and other senior academic researchers and teachers) and almost 200 staff. The College community plays a significant role throughout the University. Our students come from all over the world and our undergraduates study all the subjects offered by the University. Our postgraduates play a vital role in supporting the research activities of the wider University and our Fellows have globally renowned research expertise ranging from Ancient History to Cosmology.

The College has exceptional facilities: beautiful buildings around the Old Courts in the city centre, as well as modern en-suite student accommodation set in extensive gardens just over the river at its West Road site. The College is equipped with excellent teaching and research resources, including an outstanding library and full computing facilities, (including a computer network covering all rooms). Most importantly, the people of Caius have a spirit of endeavour and excellence, which is as relevant today as when the College was first founded nearly seven hundred years ago. To find out more about the College, its history, research activities, teaching and day-to-day life, please explore our website on www.cai.cam.ac.uk

The IT Department

This will be the fourth post within the IT Department within the College. The Head of IT and two Computer Officers. This is a new role within the College, which will help support both the IT Department in its provision of AV, and IT services within the College. The role would also particularly support conferences once term has finished, and therefore the successful candidate would need to be willing to vary their working times accordingly in and out of term time, as organised with the Head of IT.
College Officer: Operations Director

Report to: The Head of IT

The Role:

Gonville & Caius College is undergoing a transformative reorganisation with an AV/IT Trainee role being created. The successful candidate, will provide AV/IT support to the staff, those Fellows based in the College, academic visitors and conference delegates. The candidate will be expected to acquire missing skills, either from textbooks, online documentation or by attending courses offered by the University Information Service. For specialist skills, additional on-the-job training will be provided by the current IT Manager and staff; specialised courses from other training institutions will also be arranged as and when required in agreement with the IT Manager. The candidate will be expected to stay informed regarding new technologies that may come of interest to the College in the future.

Role Responsibilities

• To support events by setting up electronic equipment for conferences, meetings and other functions. (laptops, overhead projectors, screens etc)
• To work on IT equipment within the Department as specified by the Head of IT
• To act as first line support on the helpdesk within the IT Department, and help deal with the on-line ticketing system.
• To assist the IT department by performing tasks as instructed by the IT Manager or the Operations Director
• Identify the need for, and recommend any additional hardware and software support packages.
• To help maintain stocks of IT/AV consumables for commonly used equipment.

Skills & Aptitudes Required

• Ability to work as part of a team and able to use own initiative.
• Excellent organisational skills.
• Positive outlook, helpful manner good interpersonal and communication skills.
• Ability to troubleshoot a multitude of IT/AV problems and to learn / adapt to new technologies.
• Ability to work with Gonville and Caius members at all levels.
• Ability to assimilate new support tasks, which retaining and developing established ones.
• Ability to work within a changing technical environment.
• Ability to deal with confidential and sensitive information with tact and discretion

Knowledge and Experience (full training will be given)

• Educated to at least GCSE standard.
• A key interest in ICT related activities.
• An interest and understanding of IT Hardware, including desktops, laptops, mobile devices.
• An understanding of installing, and using one of more computer operating systems such as Microsoft Windows, Mac OS, iOS, Windows Mobile, Android, BlackBerry.
• An understanding of IT Networking.

For the right candidate we will support you through on-the-job training and accredited training including AV essentials and CTS (Certified Technology Specialist).

If you would like the opportunity to learn, grow and build a career with us, please complete the application form.

**Salary**
The salary for the role is around £20,000 per annum.

**Hours of work:**
This is a full-time post and the working hours per week are 37.5 The daily window for hours will be between 8.00am and 7.30pm depending on what work is required and particularly this will be out of College term time when the hours vary according to the requirements of the conference period.

**General**
The appointment will be subject to a six-month probationary period. The annual leave entitlement is 33 days (including Bank and public holidays). A free meal is provided for staff working more than four hours per day. The successful candidate will be automatically enrolled into the USS Pension Scheme from the first day of employment. A College gym is available for staff use for a small fee. The College offers a medical cash-back scheme through MediCash, which gives cashback for such things as glasses, contact lenses, dentistry, complimentary and holistic treatments.

**Health and Safety**
All staff must adopt a responsible attitude towards health and safety and to comply with any procedures as required by the College in order to ensure the health and safety of themselves, their colleagues and any other persons that may be affected by their actions. They must be prepared to undertake any training provided in relation to health and safety or which is identified as necessary in relation to their work.

For an informal discussion about the post please contact Matt Mee, Head of IT, on 01223 332257 or itmanager@cai.cam.ac.uk.

Please send a letter of application and a completed application form to:

[**jobs@cai.cam.ac.uk**](mailto:jobs@cai.cam.ac.uk)

or to:

The Personnel Officer

Gonville & Caius College

Cambridge

CB2 1TA

**Closing date for applications is Friday 30th June 2017**

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1 Electronic applications are preferred.

Registered Charity No: 1137536