

Candidate Brief

IT Service Desk Technician

CABI HQ, Wallingford

February 2016



CABI BACKGROUND

CABI (www.cabi.org) is a not-for-profit development-led organization supported by a solid scientific research base and a world class publishing service. Our mission is to improve people's lives worldwide by providing information and applying scientific expertise to solve problems in agriculture and the environment. Our work increases food security and protects biodiversity.

We have over 500 staff based in 16 countries. We have offices in Brazil, China, Ghana, India, Kenya, Malaysia, Pakistan, Switzerland, Trinidad & Tobago, the UK and the USA.

CABI is an intergovernmental organization that can trace its origins back to 1910. Our mission and direction are influenced by government representatives from our 48 member countries who help guide the activities we undertake. These include scientific publishing, development projects and research, and microbial services. We are also leading a major new initiative, Plantwise, which aims to improve food security and the lives of the rural poor by reducing crop losses.

CABI's Knowledge Business

We produce key scientific publications for the global research community, including CAB Abstracts, the world-leading database covering agriculture and environment, and Global Health - the definitive bibliographic database for public health information. We also publish multimedia compendia, books, eBooks and full text electronic resources aiming to further science and its application to real life. Our Knowledge Business also supports our international development mission with the creation of innovative information solutions and appropriate technologies to transfer knowledge to farmers and extension workers. Behind each of our products is a team of subject specialists committed to delivering the most relevant and authoritative information to users worldwide.

Development projects and research

Our staff research and find solutions to agricultural and environmental problems. We use science, information and communication tools to help solve issues of global concern. Our work is arranged around four core themes:

- **Commodities** – we work to enable smallholder commodity farmers to compete in global markets. We diagnose and control plant pests and diseases, and help farmers get a better price for their crops. We work on crops such as coffee, cocoa, wheat, rice and cotton.
- **Invasive species** – we are helping to reduce the spread and impact of invasive weeds such as Japanese Knotweed, water hyacinth and insects such as coffee berry borer and cocoa pod borer. We also advise countries at a policy level about agriculture, trade and the environment.
- **Knowledge for development** – we work with farmers, extension workers, researchers and governments to deliver agricultural knowledge and develop communication strategies and systems.
- **Microbial services**
We manage one of the world's largest genetic resource collections, the UK's National Collection of Fungus Cultures. We conduct microbiological identifications, provide cultures for sale, and offer preservation and consultancy services. We are also screening our collection, looking for natural products such as antibiotics, vitamins and enzymes.

Plantwise

Plantwise is a global programme, led by CABI, to increase food security and improve rural livelihoods by reducing crop losses. Sustainable networks of local plant clinics provide farmers with practical plant health advice, reinforced by the Plantwise Knowledge Bank, an online gateway to plant health information. Working in close partnership with relevant actors, Plantwise strengthens national plant health systems from within, enabling countries to provide farmers with the knowledge they need to lose less and feed more. www.plantwise.org



THE ROLE

Job title:	IT Service Desk Technician
Salary range:	£23,000
Grade:	Hay Band 3
Reporting to:	Service Desk Manager
Key peer group:	IT Staff
Location:	Wallingford, UK - In order to process any applications from nationals outside of the EU and UK, we would require documentation to show the applicant is currently resident and able to work in the in the UK, or is able to relocate on own means and possesses full authorisation from the UK Border Agency (for further information please use the following link http://www.ukba.homeoffice.gov.uk/)

Purpose of the role

The IT Service Desk Technician's role is to provide 1st and 2nd line help and support for over 400 office based staff and remote workers in the UK and overseas. This includes installing, diagnosing, repairing, maintaining, and upgrading all user hardware and equipment to ensure optimal performance. The person will also troubleshoot problem areas (in person, by telephone, e-mail or remote support tool) in a timely and accurate fashion, and provide end-user training where required.

The candidate should be committed to customer care and providing a quality service, supporting internal customers using existing skills and on the job experience.

Key Accountabilities

- Troubleshooting all IT issues in a timely manner
- Ensuring all IT helpdesk requests are logged using helpdesk software
- Desktop and laptop support of Windows 10 and Windows 7
- Support of printers, mobile devices, telephony and hardware
- Building new machines and re-imaging/migrating current computers
- Setting up video conference meetings and assisting participants
- Active Directory configuration (user account creation, password resets and security groups)
- Liaise with 3rd party suppliers for fault resolution when appropriate
- Provide IT inductions for new staff members
- Assisting with implementation of IT projects when required
- Completing internal user moves
- Ensuring licensing for all software purchased is recorded as per procedures
- Providing assistance to System Engineers as required
- Ensuring adequate stock of consumables are maintained
- Keeping up to date with the latest technologies

Working Arrangements

- Rota based system for covering Helpdesk between 8am and 5.30pm
- Requirement for occasional travel to CABI's Egham site and overseas offices
- Requirement for occasional evening or weekend working



CANDIDATE PROFILE

Knowledge & Skills

- Microsoft Windows 10 client fault resolution
- Microsoft Windows 7 client fault resolution
- Microsoft Office 2010 software fault resolution
- Knowledge of desktop and laptop computer hardware, peripherals and multi-functional printers
- User account administration with Active Directory
- Experience in the building of end user PCs and laptops
- Excellent communication and organisational skills
- Hands-on experience of working in a technical support environment
- Understanding of infrastructure fundamentals: OSI Model, IP services (DNS, DHCP, IPSEC, IPv4)
- Knowledge of MAC Operating Systems and Office 365 would be advantageous
- Knowledge of SharePoint 2013 On Premise

Education & Qualifications

- Educated to A level in IT or related subject or equivalent experience
- MCPs
- ITIL foundation certified would be desirable

Personality Characteristics

- Ability to recognise sensitive information and maintain discretion and confidentiality
- Have an enthusiastic, positive and flexible attitude with a 'can do' approach
- The ability to work both independently and as part of a team is essential
- Must have the ability to develop good working relationships with users at all levels
- Must be flexible enough to provide out of hours support when required

NOTE

This job description is not intended to be exhaustive. It is expected that the post holder and CABI will adopt a flexible attitude and accept that the duties may have to be varied according to circumstances, in particular changing corporate requirements and individual development needs.



EQUAL OPPORTUNITIES

CABI is an equal opportunities employer and welcomes applications from candidates irrespective of age, gender, race, colour, nationality, ethnic or national origin, disability, religion, sexual orientation or marital status. No applicant will be disadvantaged by conditions which cannot be shown to be justified and selection will be based on merit.

By taking the [CABI Equal Opportunities Survey](#) you will be helping us to follow best practice recommendations that employers should monitor selection decisions to assess whether equality of opportunity is being achieved. Please follow the link to take the survey.

(If the link does not work please cut and paste the following URL into your web browser http://www.surveymonkey.com/s/CABI_Equal_Opportunities_Survey)

The information in the survey will be treated as confidential and used for statistical purposes only, forming no part of the selection process. This information will be received separately from your application.

SECONDMENT

This role may be filled on secondment from the corporate sector or from other large international development organisations. To discuss a secondment opportunity, please contact Neil MacIntosh, HR Director, at n.macintosh@cabi.org

HOW TO APPLY

To apply please send a covering letter detailing how you meet the candidate profile and a full CV quoting Job Reference 05/2016 to recruitment@cabi.org please state where you saw this advertisement.

