Candidate Brief

Senior Helpdesk Technician

CABI Egham

March 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. Find out more at **www.plantwise.org**

THE ROLE

Job title:	Senior Helpdesk Technician
Salary range:	£27k - £32k
Grade:	Hay Band 4
Reporting to:	Country Director, EUK with IT direction from Helpdesk Manager, HQ
Direct reports:	1 x Junior Helpdesk Technician
Key peer group:	IT Systems roles and Technical Integrations Team

Location: Egham, 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

To deliver and improve IT support and services at our Egham site for CABI staff and tenants. This is a very visible role and is expected to contribute to the continuous improvement for all end user hardware and software including applications, collaboration tools and workstations. The role will lead, motivate and oversee the day to day management of the Junior Helpdesk Technician and ensure that your team provides a first class service when dealing with and resolving issues for staff. You will be part of a larger global IT team but as the most senior IT position at Egham, you will require extensive knowledge of common end user applications (particularly SharePoint), have basic networking skills and in-depth knowledge of information security best practices.

The Senior Helpdesk Technician will report into the Country Director but will work closely with the IT Helpdesk Manager to deliver IT objectives as well as helping to shape the technology environment for the Egham business.

Candidate profile

This role would suit a candidate looking for a new challenge in service delivery. We are looking for with someone who is passionate about problem solving, providing the best resolutions in the shortest period of time possible, and providing superior customer support. The ideal candidate will have a deep understanding of client-based technologies and be able to help the HQ Systems team identify and fix network issues locally.

Key Accountabilities

- **Operating support and management.** Provide Windows, OSX and IOS support to end users, plan for and conduct OS release testing and evaluate new versions.
- **Hardware support and management**. Manage all device support, including but not limited to laptops, desktops, photocopiers, tablets and mobile phones.
- **Continuous Improvement.** Interact with staff to produce technology solutions for business needs. This also includes involving business analysts, project managers and the user community in the testing and development of these solutions.
- **Hardware and OS deployment**: Active Directory configuration and management (user account creation, password resets and security groups) as per guidelines. Image new computer equipment and migrate user data.
- **Research & Development.** Research new hardware and software technologies, analyse business and market trends, and, in collaboration with other IT teams, apply best practices and standards to procedures.
- **Security & Compliance.** Working extensively with groups responsible for security and compliance to test and develop strategies to stay in legal and corporate compliance in our client environments.
- **Change Management.** Provide support to the other IT teams for software deployments or changes to client devices.
- **Process.** Maintain documentation of image, procedures and policies. This includes testing, building, and documenting the necessary steps for deploying hardware and software, resolving escalated issues, and utilising support tools.
- **Tier 3 Escalation.** Responsible for issues and problem ticket resolution including developing bug fixes and root cause analysis. Ensure timely escalation of problem to Systems team when necessary.

CANDIDATE PROFILE

Knowledge & Skills

- Must have service desk professional experience to assist with customer enquiries
- Advanced technical knowledge of Microsoft's Office suite, MS SharePoint, Windows desktop/server OS and MAC OS
- In-depth knowledge of Active Directory and Group Policy
- Excellent trouble-shooting skills
- Excellent people management skills

Education & Qualifications

- Hold Microsoft Certified Professional (MCP) certifications or have demonstrable equivalent experience
- IT Service Management (ITIL) accreditation of at least foundation level
- CompTIA Network and Server+ qualifications or have demonstrable equivalent experience
- Cisco Certified Network Associate (CCNA) would be advantageous

Experience

- Minimum 2 years' experience in an IT support environment
- Previous experience in a customer facing, service delivery role
- Experience in supporting Microsoft SharePoint
- Experience of supporting business applications including CRM and Timesheet
- Experience of maintaining desktops, servers, virtualisation, back-up, storage, email, printers, IP telephony, video conference and security technologies
- Experience of maintaining network devices including routers, firewalls and switches would be advantageous but not essential

Personality Characteristics

- Excellent communicator - confident, clear and able to communicate technical concepts to non-technical staff
- Confident, yet calm - to inspire your customers
- Strong team worker - able to work collaboratively in a distributed team environment
- Innovative and creative - consistently looking for efficiencies through automation or new technologies
- Decision-maker - takes responsibility for decisions under pressure
- Committed and flexible – will do whatever it takes to get the job done

Special Circumstances

- Occasional travel overseas

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 54/2016 to **recruitment@cabi.org** Please state where you saw this advertisement.