



# Candidate Brief

**IT Helpdesk Technician**

**Wallingford, UK**

**October 2016**



## CABI BACKGROUND

**CABI ([www.cabi.org](http://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](http://www.plantwise.org)



## THE ROLE

**Job title:** IT Helpdesk Technician

**Salary:** £23,000

**Grade:** Hay Band 3

**Reporting to:** IT Helpdesk 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 Helpdesk technician's role is to provide first and second line support to users both in the UK and overseas; handling incoming calls, escalating and managing Helpdesk issues in a timely and professional manner. Technicians will also support users via remote control tools as well as providing training where required. There is also a requirement to support the systems team and contribute to IT project work throughout the year.

The successful candidate will be committed to providing a high level of service at all times, supporting internal customers at all levels 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, Windows 7 and Mac OSX
- Support of printers, mobile devices, telephony and hardware
- Imaging new computer equipment and migrating existing user data
- Setting up video conference meetings and assisting participants
- Active Directory configuration and management (user account creation, password resets and security groups) as per guidelines
- Liaise with third party suppliers for fault resolution when appropriate
- Provide IT inductions for new staff members
- Implementation of IT projects as required
- Completing internal user equipment moves
- Ensure licensing compliance for all software purchased and recorded as per procedures
- Providing assistance to System Engineers as required
- Liaising with IT Procurement manager to ensure adequate stock of consumables are maintained
- Keeping up to date with the latest technologies and developing new ideas



## CANDIDATE PROFILE

### Experience

- Previous experience in an IT support environment or similar experience in an end user environment
- Previous experience in a customer facing, service delivery role
- Experience in supporting a Microsoft SharePoint environment would be advantageous

### Technical skills

- Experience in Microsoft Exchange 2010 administration – Experience in Office 365 administration would be advantageous
- Knowledge of IP Phone infrastructure – Previous experience with Mitel solutions is desirable
- An understanding of networking fundamentals and IT Infrastructure (DHCP, DNS, IPSEC, IPv4)
- An interest in IT and a drive to develop new skills

### Organisation skills

- Strong problem solving skills
- The ability to work effectively in a busy office environment
- Good organisational and time management skills are essential
- A commitment to delivering a high standard of customer service

### Education & Qualifications

- Educated to A level in IT or related subject or equivalent experience
- Microsoft Certifications – MTA, MCSA etc. would be advantageous
- ITIL foundation certification is desirable

### Personal Characteristics

- Must have a passion for delivering excellent customer service
- Must have the ability to show initiative and proactively solve potential problems before they arise
- Must possess cultural awareness and sensitivity
- Ability to recognise sensitive information and maintain discretion and confidentiality at all times
- 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 and maintain 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](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](mailto:n.macintosh@cabi.org)

## HOW TO APPLY

To apply please send the following to [recruitment@cabi.org](mailto:recruitment@cabi.org) quoting job reference 45/2016 and stating where you saw this post advertised;

- 1) a detailed covering letter describing how you meet the candidate profile, and to include details of your current remuneration;
- 2) a full Curriculum Vitae
- 3) the names and contact details of three referees, one of whom must be your current or most recent employer – referees will not be contacted without your prior permission.

**Please note closing date for receipt of applications is midnight GMT 31<sup>st</sup> October 2016**

