

# Candidate Brief

**IT Helpdesk Technician**

**CABI Egham**

March 2018

## CABI BACKGROUND

CABI is an international not-for-profit organization that improves people's lives by providing information and applying scientific expertise to solve problems in agriculture and the environment. CABI is an intergovernmental organization that can trace its origins back to 1910. Our 48 member countries guide and influence our core areas of work, which include International Development and Publishing.

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, the USA and Zambia.

### **CABI's Knowledge Business**

CABI produces key scientific publications, including CAB Abstracts – the world-leading abstracting and indexing database covering applied life sciences. We also publish multimedia compendia, books, eBooks and full text electronic resources aiming to further science and its application to real life. CABI invests its publishing surpluses directly into development projects, helping to improve livelihoods worldwide.

### **International Development projects and research**

Through knowledge sharing and science, CABI helps address issues of global concern such as improving global food security and safeguarding the environment. We do this by helping farmers grow more and lose less of what they produce, combating threats to agriculture and the environment from pests and diseases, protecting biodiversity from invasive species, and improving access to agricultural and environmental scientific knowledge.

For more information go to [www.cabi.org](http://www.cabi.org) and [www.plantwise.org](http://www.plantwise.org)

## THE ROLE

**Job title:** IT Helpdesk Technician

**Salary range:** £22,000 – £27,000

**Grade:** Hay Band 3

**Reporting to:** IT Helpdesk Manager

**Key peer group:** IT Staff

**Location:** CABI 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:

The IT Helpdesk Technician's role will be providing support to 60 on site staff whilst also working to support the Global helpdesk team by managing and completing requests via the helpdesk system as well as via email, telephone and walk in issues. There is also the requirement to carry out basic server administration, working closely with the Systems Engineers to maintain the availability of services across the site.

The IT helpdesk is the first point of contact for all technical queries, therefore it is imperative that the candidate is able to show initiative and be pro-active, whilst delivering excellent service at all times.

### 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 occasionally 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
- Liaise with 3rd party suppliers for fault resolution when appropriate
- Provide IT inductions for new staff members
- Implementation of IT projects as required
- 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 to drive business performance

### **Working Arrangements:**

- 37 hours per week on a rota based system
- Requirement for occasional travel to CABI HQ in Wallingford, UK
- Requirement for occasional weekend working

## **CANDIDATE PROFILE**

### **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

### **Experience**

- An interest in IT and a drive to develop new skills
- Working Knowledge of Microsoft Windows 7, 10 and Mac OSX operating systems
- In depth knowledge of Office 365 suite
- Previous experience in an IT support environment or similar experience in an end user environment would be an advantage
- Previous experience in a customer facing, service delivery role
- Experience with Office 365 administration would be advantageous
- Basic knowledge of IP Phone infrastructure

### **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

### **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



#### 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.

## **HOW TO APPLY**

To apply please send a covering letter detailing how you meet the candidate profile and a full CV quoting Job Reference 54/2017 to [recruitment@cabi.org](mailto:recruitment@cabi.org) Please state where you saw this advertisement.