



ICT Assistant

“In the past century FFI has consistently saved species from extinction and protected habitats from destruction. Their solutions have always been practical, efficient and sustainable in local circumstances.”

Sir David Attenborough,
FFI Vice-president

Fauna & Flora International

Fauna & Flora International (FFI) saves species from extinction and habitats from destruction, whilst improving the livelihoods of local people. Our guiding principles are to work through local partnerships, act as a catalyst for change, make conservation relevant and base decisions on sound science. Founded in 1903, FFI is the world's longest established international conservation body; our conservation work, and impact, spans the globe.

Operations Department

Overseen by the Chief Operating Officer, our Operations Department is responsible for the operational and administrative functions of FFI, including Finance, HR, ICT, Facilities, Legal, Governance & Risk Management and Health, Safety & Security.

The Opportunity

We are seeking an ICT Assistant to help provide ICT support to our employees around the world, providing a first line support service, liaising with external providers and processing relevant administration.

You will have a keen interest in IT and technology, strong relevant IT skills and excellent problem-solving skills. You will have a real willingness and proven ability to learn new systems and acquire new knowledge and skills. In return, you will have opportunity to develop and grow your role.

Your strong interpersonal skills and customer focus will enable you to build effective working relationships. You will be a good team player and enjoy working in a busy environment, with the ability to balance competing demands. A keen attention to detail and a diligent and rigorous approach to work are also essential.

The role offers the opportunity to work within an international, impactful and ground-breaking organisation, at the forefront of global conservation. In addition, FFI offers a generous pension contribution, attractive annual leave allowance and life insurance.

Our offices are located in The David Attenborough Building in central Cambridge, just a few minutes' walk from glorious historic buildings and museums, the picturesque River Cam, the central market and shopping centre, and a host of cafés and restaurants.

Terms and Conditions

| | |
|------------------------------|--|
| Start Date: | As soon as possible |
| Duration of Contract: | Permanent |
| Probation Period: | Six months |
| Salary: | circa £22,000 |
| Location: | Fauna & Flora International, Cambridge |
| Benefits: | <p>25 working days' annual holiday entitlement pro rata plus Public/Bank Holidays and any normal working days that fall between 24 December to 1 January inclusive, during which time FFI UK offices are closed</p> <p>For employees on UK-based contracts, FFI currently provides a pension contribution of 8% of salary after 3 months' continuous employment.</p> <p>Group Life insurance, currently set at a benefit of 4 x basic salary</p> |
| Hours of Work: | This is a full-time position, working Monday to Friday from 9.00am to 5.30pm, with a one-hour lunch break. |

Job Description

| | |
|----------------------|--|
| Job Title: | ICT Assistant |
| Location: | Fauna & Flora International, Cambridge |
| Reporting to: | ICT Manager |
| Purpose: | To assist the ICT Manager in the provision of global ICT support across FFI, providing a first line support service to employees, liaising with external providers, and processing ICT administration in line with internal procedures |

Main Duties:

- Support relationship with outsourced IT support providers, to include:
 - Providing a point of contact with IT support providers
 - Assisting with the coordination of system maintenance visits from IT support providers
 - Supporting project activities undertaken by IT support provision
 - Liaising with University departments that supply FFI's Network/Desk Phones/Hosting etc.

- Assist with IT support services, to include:
 - Providing a point of contact for office network failures
 - Providing IT support to UK and overseas employees, resolving issues where possible and referring issues to IT support providers where necessary
 - Updating Active Directory and user registrations, including data capture for IT cost redistribution
 - Setting up of new users on laptops and/or desktop computers
 - Setting up of new users on the network and resetting passwords for existing users
 - Supporting the use and effective deployment of Audio-Visual / Conferencing equipment and applications
 - Ensuring warranty status is up to date on Laptop/PC and renewing when required

- Support the telecom system, to include:
 - Providing a first point of contact for telecom failures
 - Liaising with UIS Support as required
 - Allocating telephone extensions

- Support the FFI Mobile phone system, to include:
 - Providing a first point of contact for Mobile phone failures and providing support to employees, resolving issues where possible and referring issues to network providers where necessary
 - Setting up new users on Mobile phone handsets
 - Updating user and handset information with provider and on FFI's register

- Assist with the registration, licencing, logging and disposal of equipment, to include:
 - Processing equipment registrations and licencing in accordance with legal requirements and FFI protocols
 - Maintaining the register of assets (e.g. electronic, IT, communications equipment)
 - Maintaining the log of IT equipment and software in use
 - Maintaining a log of Mobile phones in use
 - Processing disposal of obsolete IT equipment in accordance with legal requirements and FFI protocols

Office Services

New Starters and Leavers

- In liaison with the Office Manager, ensure that new starters are processed in accordance with FFI protocols
- Register new starters on the University sites for ID cards and printing
- In liaison with the Officer Manger, ensure that leavers are processed in accordance with FFI protocols
- Update the University sites for leavers

Meetings

- Provide logistical support for governance meetings hosted by FFI

Other

- Act as site editor for the IT support pages on MyFFI, to include management of the site's content and permissions, supporting staff in their use of MyFFI, and taking a proactive role in the maintenance and development of MyFFI

Person Specification

| | Essential | Desirable |
|---------------------------------|---|--|
| Skills | <ul style="list-style-type: none">• Excellent interpersonal and customer service skills• Strong problem-solving skills• Strong relevant IT skills• Good time management and prioritisation skills, with ability to balance competing demands• Good verbal and written communication skills• Financial literacy• Proficient user of standard office software packages• Fluency in English | |
| Knowledge and experience | <ul style="list-style-type: none">• GSCE grade C or equivalent level qualifications, including Maths and English• Understanding of main hardware and software components of PC• Experience maintaining and troubleshooting Windows desktop OS• Proven experience in customer service role• Experience of working to deadlines | <ul style="list-style-type: none">• Experience in a similar role• IT / computing qualification• Experience with Microsoft operating systems (Windows 7,10) including installation and configuration• Experience with Windows server operating and configuration (Server 2008, 2016)• Experience in configuring and supporting Microsoft AD domains user accounts and Group Policy• Experience with computer and peripheral hardware servicing and basic repairs• Understanding of Health & Safety legislation in the context of ICT• Understanding of Data Protection legislation in the context of ICT |
| Behavioural qualities | <ul style="list-style-type: none">• Keen interest in IT and technology• Excellent customer service focus• Strong team player | <ul style="list-style-type: none">• Interest in and empathy with the mission and values of FFI |

| | | |
|--------------|---|--|
| | <ul style="list-style-type: none"> • Willingness and ability to learn new systems and acquire new knowledge/skills • Adaptable and flexible approach to work • Builds positive organisational relationships • Demonstrates rigor, diligence and keen attention to detail • Proactive approach to work • Comfortable working under own initiative and completing tasks with autonomy | |
| Other | <ul style="list-style-type: none"> • Entitlement to work in the UK | |

How to Apply

Applications should consist of the following:

- Covering letter confirming your interest and explaining how your experience and skills refer to the role
- Full CV
- Contact details for two referees (who will not be approached without your permission),

Applications should be submitted electronically to Linda Barker at: linda.barker@fauna-flora.org

Please mark your application '**ICT Assistant**' and indicate in your covering letter where you saw this position advertised.

The closing date for applications is **Monday 6 May 2019**. Interviews will be held on **Thursday 16 May 2019**.

Regrettably, due to limited resources and the high number of applications we receive, we are only able to contact short-listed candidates. If you do not hear from us within four weeks of the closing date, please assume that you have not been successful on this occasion.

Applicants with Disabilities

FFI encourages applications from individuals with a disability who are able to carry out the duties of the post. If you have special needs in relation to your application, please contact Jade Bedwell, HR Officer, FFI, on Tel: +44 (0)1223 749044 or Email: jade.bedwell@fauna-flora.org.

FFI values diversity and is committed to equality of opportunity