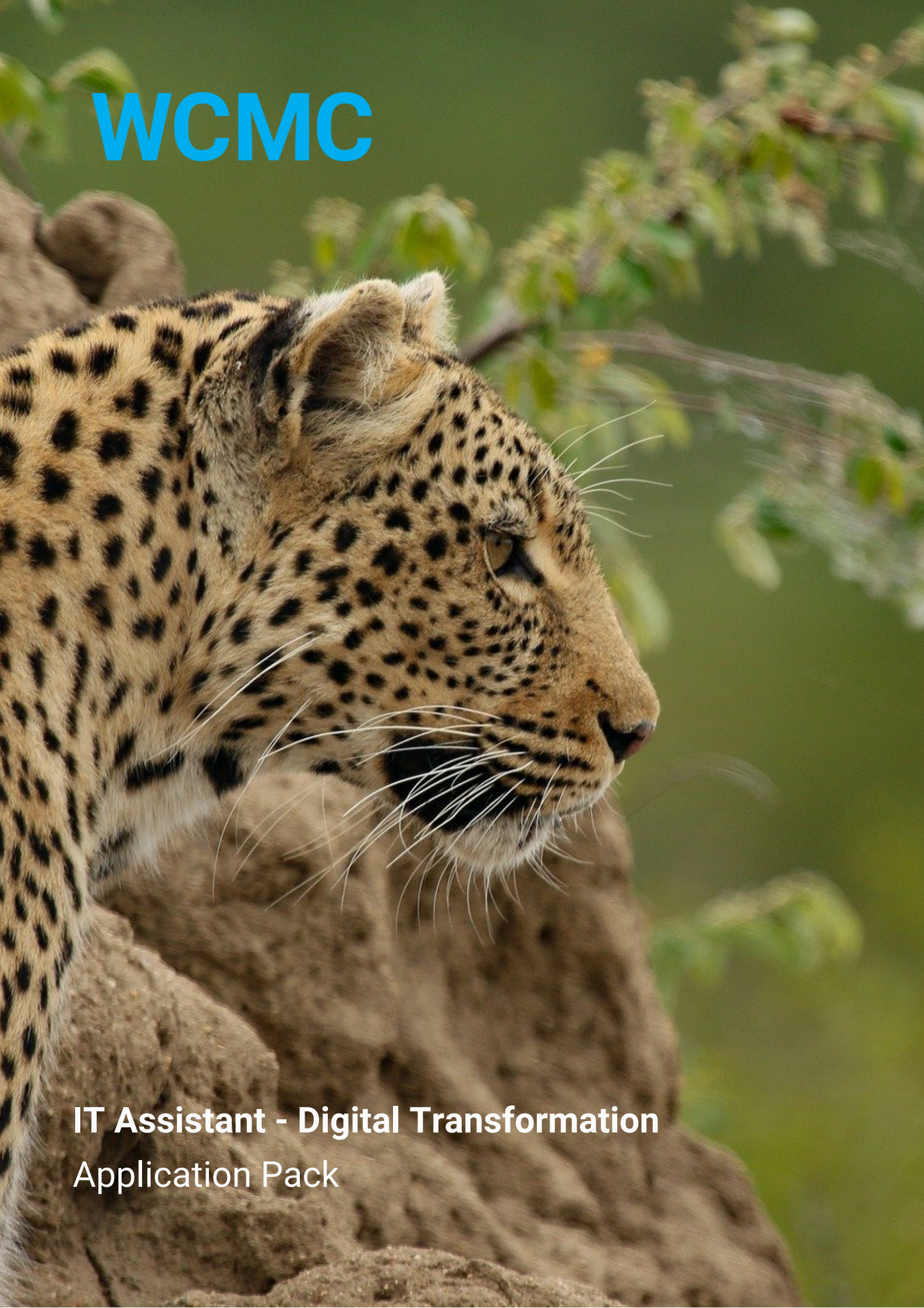


A close-up, profile view of a cheetah resting on a large, textured rock. The cheetah's fur is a golden-yellow color with numerous black spots. Its eyes are partially closed, and its long, white whiskers are prominent. The background is a soft-focus green, suggesting a savanna environment with trees and foliage.

WCMC

IT Assistant - Digital Transformation
Application Pack

ABOUT THE TEAM

The Digital Transformation is a close-knit team of passionate developers, data scientists, designers and product managers putting our skills towards a mission that is tackling one of the biggest problems of our time - the massive loss of biodiversity and habitat destruction that is pushing the planet to the brink of the 6th mass extinction. There is huge focus on climate change and conserving biodiversity especially as new global targets are to be set around "Ecological Civilization: Building a Shared Future for All Life on Earth".



ABOUT THE ROLE

Job Description

To provide first line technical support for the Centre by helping fellow staff troubleshoot technology issues. Perform routine system admin monitoring and related tasks for the Centre's on premises hardware and cloud computing resources.

Key Areas of Responsibility

- Installing and configuring hardware and software components to ensure usability.
- Troubleshooting hardware and software issues in person, remotely and by phone
- Installing and upgrading anti-virus software to ensure security at the user level.
- Providing support to users and being the first point of contact for error reporting.
- Conducting daily backup operations.
- Managing technical documentation.
- Maintaining hardware and software asset registers
- Be keen to solve difficult technical challenges with creative solutions
- Maintain monitoring and alerting of all in-house systems
- Escalate IT issues within the team where necessary, working closely with the Centre's Senior DevOps and IT Support contractors.
- Assist with the IT Procurement process by raising purchase orders, placing approved orders and checking goods received match the orders placed.

Other Duties

Perform other job-related duties as assigned by the IT Administrator.

Person Specification

Qualifications/Education

Essential:

GCSE Maths and English (grade A –C) or equivalent.

Desirable:

CompTIA A+, MCP, ECDL or similar qualification or the willingness to work towards one.

Experience

Essential:

- Relevant 1st line / Helpdesk support experience.
- Strong knowledge of Microsoft based operating systems with emphasis on Windows desktop technologies (Windows 7, Windows 10).

Desirable:

- Experience with using and troubleshooting Outlook.
- Experience of Linux (esp Ubuntu Server).

- Experience using and troubleshooting Microsoft Office (MS Word, Excel and PowerPoint).
- Basic understanding of PC hardware set-up and configuration.
- Excellent telephone manner and face to face communication skills.

Skills

- Excellent listening and questioning skills
- Strong customer focus
- Strong ability to interact confidently with users to establish what the problem is and explain the solution
- Ability to prioritize workload and be flexible in response.
- Strong attention to detail
- Excellent problem-solving skills
- Logical thinker

Type of Person Required

The successful applicant will be based at the UNEP-WCMC offices in Cambridge, UK, but may be required to travel to fulfil the requirements of this position.

OUR OFFER

Job Title: IT Assistant

Team: Digital Transformation

Reporting to: IT Administrator

Job Reference: AD1340

Start date: TBC

Salary: GBP 24,000 to GBP 30,000 per annum D.O.E.

Contract: Permanent, full-time

Location: The post holder will be expected to locate within commuting distance of our main offices in Cambridge, UK

This is not a United Nations Post

As a minimum we aim to match market rates for the conservation charity sector in Cambridge and invest a lot of effort to benchmark our salaries, ensuring that people are rewarded fairly for their role. To add to this, we offer some great benefits - here are the highlights:

- 12% non-contributory pension after 1-year service
- Flexible and family friendly working
- Life assurance against death in service (4X annual salary)
- Extended pay protection for serious illness that exceeds 6 months
- Excellent training and development opportunities, tailored to individual needs
- Scheme to buy (or sell) additional annual leave
- Cycle to work Scheme
- Fantastic shared social space and kitchen facilities
- Employee assistance programme and bereavement line to offer help and advice to staff and their families
- Brilliant Social committee that help to keep things fun!
- Caring Staff Liaison Committee
- Focus on environmental sustainability kept in check by our Environment Committee
- Free (proper) tea and coffee!

Training

Our aim is to do our best for every person who works for us, so that they build their skills and knowledge over their career with us, and when they leave (some never do!) they are better placed to move onto the next stage of their career.

We have a comprehensive induction programme that spans the first 6 months including what's critical in the first week, first month, and then monthly afterwards.

- We encourage everyone to use 5 days for their own personal development each year
- Standard training course which include: Management Development; Coaching culture; Resilience; Negotiation; Pitching and closing a deal.
- We also design our training annual personal development reviews and organise bespoke training courses that meet the skill gaps in the organisation and fulfil the training needs of the people within it.
- Peer-to-Peer learning from our community of experts, taking advantage of the breadth and depth of knowledge and experience across the organisation.
- Internal and external invited speakers, workshops and talks that anyone can join or initiate.



ABOUT UNEP-WCMC

The UN Environment Programme World Conservation Monitoring Centre (UNEP-WCMC) is a global Centre of expertise in biodiversity. We work at the interface of science, policy and practice to tackle the global crisis facing nature.

The Centre operates as a collaboration between UN Environment Programme and the UK registered charity WCMC. Our cutting-edge science, data and insights inform policy and business decisions worldwide. This position is with the charity WCMC, working in collaboration with UNEP.

Achieving our vision of a world living in harmony with nature will require transformative and systemic change across all sectors. We bring together governments, businesses, research bodies and more to put nature at the heart of decision-making.

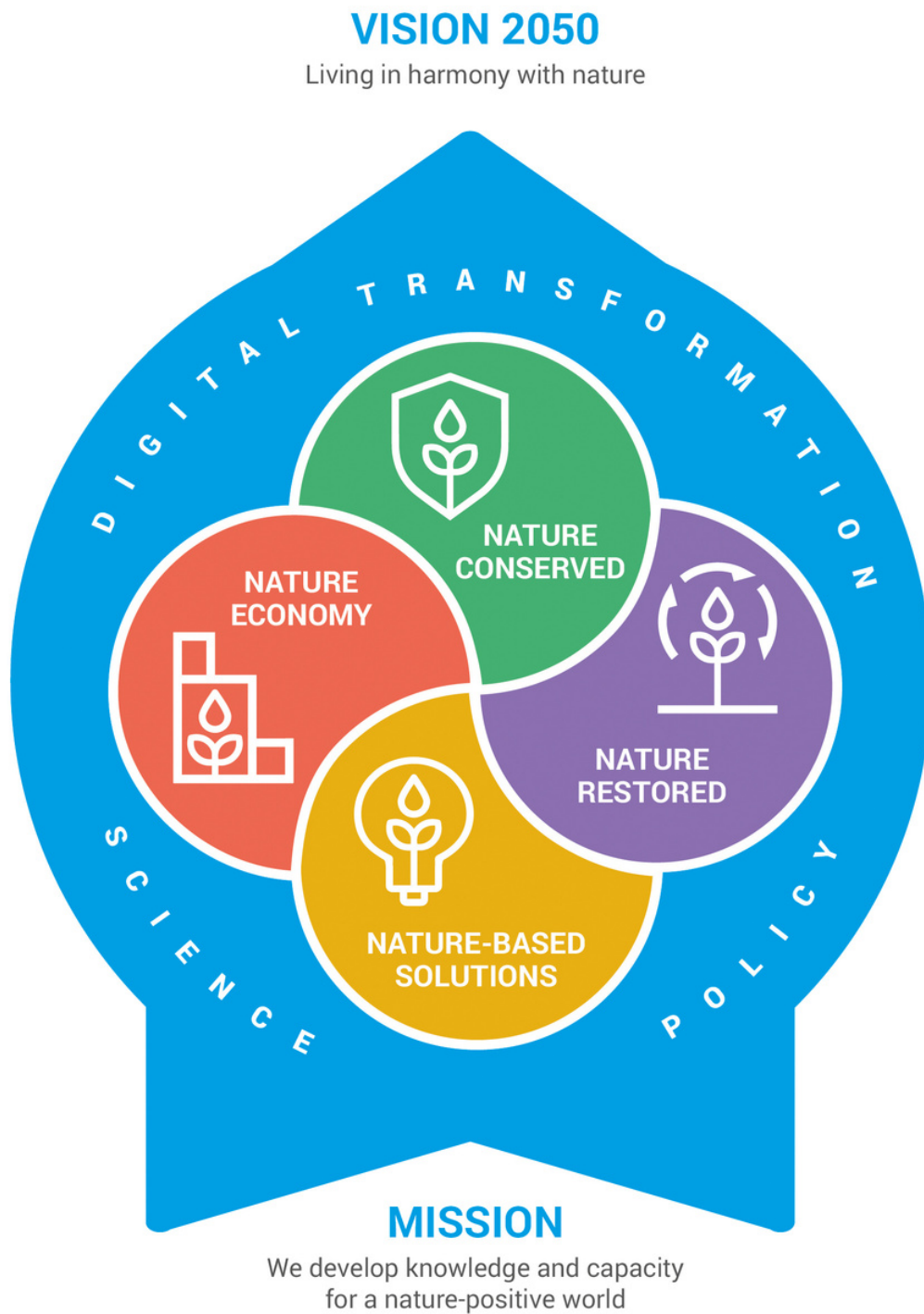
"We are entering a make or break decade for nature with UNEP-WCMC set to play a pivotal role in ensuring humanity finally begins to reverse the catastrophic loss of biodiversity globally."

Jonny Hughes, CEO of WCMC



Our strategy

We deliver our strategy through four independent impact areas which are complemented by three cross cutting innovation areas.





The people

We have around 180 amazing people who make up our organisation. We are a really friendly bunch of professionals and do not think a single person has ever left the organisation without saying that it is the people that make the organisation fantastic and how much they will miss them when they leave. We truly do have world class scientists and professionals!



The culture

Our culture is very supportive. There are lots of ups and downs in life, and we want to support our people through the difficult patches, so they can flourish again. We have a free employee assistance line that is available to all employees and their families and offers 6 remote counselling sessions and other advice services.

We have redesigned our kitchen and library to make a fantastic social space where you can have a quiet chat or a loud lunch with your colleagues! We also have tea every Wednesday afternoon, with locally homemade cakes and catch up with everyone and everything that is going on in the Centre.

We are affiliated with Cambridge University, and have rooms in the David Attenborough Building that we can use when we wish. We are also a member of the Cambridge Conservation Initiative and often collaborate with our CCI colleagues here.

WCMC attaches great importance to addressing safeguarding and ethical considerations in all activities carried out by its staff, including where partner organisations or individuals are part of the delivery of our work. This includes children and vulnerable adults in the community who may be vulnerable to abuse. WCMC acts with integrity, is transparent and expects applicants to share the same values.



Diversity

We really take our diversity seriously, as we operate globally and need to have the people perspectives within the organisation, to fully understand our clients and partners that we work with. Our aim following the introduction of the points based immigration system was to increase our diversity not only in our range of nationalities, but in all protected characteristics (age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex).

We have a sponsorship licence and always take the best candidate for the role from a whole range of applicants and offer sponsorship to those that require it. We have people that have worked for us, for more than 30 years, and our fantastic internships often attract the best and brightest graduates.

HOW TO APPLY

If you are looking for a rewarding and challenging post where you can use your skills to make a positive impact, we want to hear from you.

Please complete our [application form](#) and send it together with your [2 page CV](#) and a [short covering letter](#) through this [link](#).

We screen candidates based on skills and experience and not their personal details. **Please do not include a photograph on your CV, and note that any applications which include a photograph may be automatically rejected.**

Closing date: 3rd August 2022



WCMC

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UNEP-WCMC

www.unep-wcmc.org