CAMBRIDGE CARES CAMBRIDGE CENTRE FOR ADVANCED RESEARCH AND EDUCATION IN SINGAPORE LTD.

<u>**IT Support Engineer**</u>

The Cambridge Centre for Advanced Research and Education in Singapore (CARES) is the University of Cambridge's first overseas research centre. Cambridge CARES is based in Singapore and brings together researchers from around the world to work on new scientific advances and technologies that will benefit Singapore and the international community.

Our team is comprised of world-class scientists and engineers and professional support staff working in a vibrant, fast-paced environment with great opportunities for knowledge and skills development. Further information on our activities can be found at www.cares.cam.ac.uk.

We are looking for an enthusiastic and technically competent IT support professional to join our team. The purpose of this post is to support and enable CARES researchers and professional support staff to use their IT effectively in research and operations. As a member of the IT team, the post holder will be expected to provide effective and customer-focused support to all users in a timely and professional manner. The post holder will deliver high quality onsite support to all CARES IT users ensuring that all support requests are actively managed, providing telephone, remote. and onsite technical support.

The post holder:

- Have good oral and written communication skills in English and be able to work methodically under pressure, prioritising, multi-tasking, and managing tasks;
- Is ideally a junior with 1-2 years of IT support experience;
- Should be able to clearly demonstrate their understanding of customer service;
- Have proven knowledge of working with Windows operating system, applications, networking;
- Can demonstrate a good level of problem-solving skills, and have an interest in the latest technology;
- Is able to follow instructions and capable of taking initiative sensibly as needed

You will play a key role in supporting the provision of IT services and facilities to all CARES users, including provision of support, associated training/guidance, and technical assistance on the use of:

- Business technologies, IT facilities and services, together with associated and integrated facilities;
- Hardware (desktop, laptops, audio and visual conferencing, peripherals, and associated equipment) in support of the business to include installations, configuration and setup, repair and/or reconditioning as needed, troubleshooting, and maintenance;
- Undertaking service request, incident, problem management, and other service desk duties;
- Liaise with building management and partner organisations as needed for network and access issues;
- Support purchase process for IT hardware, software, and accessories;
- Work with IT Manager to meet IT needs of our friendly, international group of researchers;
- Other support tasks as directed by supervisors.

This is an interesting role, working in a stimulating environment with friendly, highly motivated colleagues. We offer a competitive starting salary in line with your skills and benefits package, including 21 days annual leave.

To apply, upload your CV and a cover letter, stating why you want to work for CARES, providing examples of how you meet each of the requirements, to https://talent.sage.hr/jobs/4a5cd9df-3b17-48a0-a31c-0f5cbc92bf3d.

Please note that CVs without a cover letter will not be considered. Please also provide a Singapore contact number and email where you can be reached, should you be shortlisted for interview. Interviews will be in person, at our offices at the CREATE Tower, University Town, NUS, and may be arranged at short notice.

If you have any questions regarding the vacancy or the application process, please feel free to reach out to the HR team at recruitment@cares.cam.ac.uk.

Closing Date: This opportunity will close when we identify a suitable candidate.