



**Job Title:** IT Technician/Support Officer  
**Reporting to:** Senior IT Manager  
**Hours:** Monday-Friday, 37.5 hours per week  
**Location:** Cambridge, UK largely office-based, with options for some flexible working  
**Salary:** £26-£30K per annum  
**Start Date:** ASAP

### **Who are we?**

CAMFED (Campaign for Female Education) is an international non-profit organisation tackling poverty and inequality by supporting marginalised girls to go to school and succeed, and empowering young women to step up as leaders of change. Over the next five years we have set the audacious goal of supporting five million girls in rural sub-Saharan Africa to learn and thrive in school, and to create the future they imagine - for themselves, for their communities, and for Africa.

### **Technology at CAMFED**

At CAMFED we have ambitious plans for the organisation and the girls and women we serve over the next few years. How we harness and use technology will be a critical factor in the success of these plans.

In this role you will join an IT operation that is very enthusiastic about technology, and has been innovating for many years to achieve the best outcomes for our internal teams and our external clients. We believe in supporting users to grow, learn and thrive in their roles.

As a member of the IT team, beyond your core responsibilities, you will have access to many different types of technology to learn and develop your skills which will benefit your personal development and enhance the team's capabilities. For instance, the organisation enjoys relationships with many different technology providers to deploy services globally, such as Salesforce, Google Workspace, Cisco Meraki, Microsoft, AWS, Zoom and more.

### **Job Role**

As IT Technician/Support Officer, you will be responsible for all first-line and selected second-line user support for all hardware and software issues, reporting to the Senior IT Manager and working within a small team to deliver professional and friendly support.

You will have a robust level of IT knowledge, excellent team-working and relationship-building skills and an outstanding ability to work and communicate effectively with colleagues across international teams. You will share CAMFED's core values and ethos of transparency and accountability, and will bring high levels of energy, proactivity and commitment to the role. We are looking for a candidate who is as enthusiastic about technology as we are, and who is adaptable at working across multiple platforms to maintain systems and support users across the organisation.

Essential attributes:

- A proven track record in working in an IT support desk environment managing cases, problem solving and proactively supporting users.
- Working knowledge of Windows Server Active Directory.
- Good understanding of Windows 10 and supporting PCs and troubleshooting hardware issues.
- Understanding of network infrastructure, including Local Area Networking, Wi-Fi, Switching.
- Personable, approachable and well organised.
- Eligibility to work in the UK essential

Desirable attributes:

- Windows Server Administration.
- Cloud services such as Google Workspace and Office 365.
- Familiarity in working with Salesforce.
- Understanding of iOS and Mac support.

CAMFED is committed to providing equality of opportunity and valuing diversity for all current and prospective staff, volunteers and Board members. We aim to ensure that this commitment, reinforced by our values, is embedded in our day-to-day working practices and our work together.

### **Application Details**

Please send your CV together with a covering letter explaining the reasons why you have applied for the role, and reference 'IT Technician/Support Officer' to [hr@camfed.org](mailto:hr@camfed.org). Please note, only applications with a cover letter will be considered. No agencies or marketing sales please.

*April 2022*