

IT Support Officer
Operations Department
Up to £26,000 plus on call allowance and attractive benefits

Based in the heart of Piccadilly, the Royal Academy of Arts (RA) is one of the UK's foremost arts institutions, best known for our programme of world-class exhibitions including *The Real Van Gogh*, *Anish Kapoor* and *David Hockney RA: A Bigger Picture*. Our vision is to be a clear, strong voice for art and artists. Our public programme promotes the creation, study and enjoyment of art to a wide range of audiences through exhibitions, education and debate.

We now have a rare and exciting opportunity for an exceptional individual to join our Operations Department as an IT Support Officer. Providing support to 300 users, the successful candidate will have at least 2 years' experience of working in a helpdesk/desktop environment, and a comprehensive knowledge of: Cisco switches and networking; Windows 7 workstations; , server 2008 and exchange server 2010 configuration and maintenance; troubleshooting network issues; TCP/IP, Active Directory Administration and supporting Cisco Call Manager 9.x onwards. Previous experience of Apple Mac OS and SQL Server administration installation and configuration is essential.

A learning environment, this is an excellent opportunity to join a prestigious organisation which encourages and supports its staff to further their technical knowledge and qualifications.

A strong communicator, you will be enthusiastic, friendly and respond to all users in a positive and helpful manner. Availability for 'on call' support between 10am – 5pm every third weekend is also essential.

For further information, a full job description and person specification are available at: www.royalacademy.org.uk/careers.

To apply, please send your CV with a covering letter, detailing how you feel you meet the criteria, along with current salary and expectations, to: recruitment@royalacademy.org.uk, and include reference RA/IT in the subject line of your email.

Candidates must complete an application form to be considered for this position. You will find our application form and further details about this position in the **How to Apply** section of the Careers page on our website <http://www.royalacademy.org.uk/careers>.

Closing date for applications: 15 October 2014
Interviews to be held: w/c 20 October 2014

JOB DESCRIPTION

JOB TITLE:	IT Support Officer
DEPARTMENT:	Operations Department - IT
REPORTING TO:	Head of IT

MAIN OBJECTIVE

To provide a comprehensive first, second and third line support service to up to 300 users (desktop hardware/software, telephony and server support) in a friendly and professional manner. This will include the installation and ongoing maintenance and troubleshooting of all hardware and software across the Academy, along with network maintenance and support.

MAIN DUTIES

1. Monitor and update TRACK IT helpdesk software on a daily basis. Undertake assigned support tasks, identify and resolve faults. Where necessary, escalate more serious problems to the IT Support Manager or Head of IT
2. Provide expert advice for full functionality of MS suite (Outlook, Word, Excel, Access and PowerPoint) to RA users
3. Undertake routine networking duties
4. Administration of user accounts:
 - MS Exchange 2010
 - Cisco Call Manager (phone and voice mail system)
 - Administration Server 2008 using Active Directory
 - Administration of Win 7 workstation
5. Support RA supplied mobile devices (phones and tablets)
6. Support Apple Mac OSX installation and configuration
7. As member of the IT Team, participate in disaster recovery planning and implementation
8. Maintain all departmental documentation up-to-date
9. Undertake general networking tasks as part of the IT team
10. Along with IT Support Manager, recognised expert in Front of House and Retail IT Support – supporting tills and BOCA printers
11. Ownership of small projects as directed by Head of IT
12. Participate in an on-call rota and out of hours remote support(emergency callout)
13. Ensure that Health & Safety policies, procedures and regulations are known, understood and complied with by yourself, your team and any contractors, suppliers and all others who work with the team
14. To maintain the confidentiality, integrity, availability, accountability and relevant compliance of information systems
15. Undertake any other duty which may reasonably be allocated by the Head of IT or IT Support Manager

PERSON SPECIFICATION

ESSENTIAL AND DESIRABLE QUALITIES, KNOWLEDGE, SKILLS AND EXPERIENCE

- Relevant IT administration experience and sound technical knowledge – at least 2 years' – specifically of Windows 7 work stations, VMware and server 2008, TCP/IP, Microsoft Office Professional, general networking, Exchange Server 2010, Active Directory, Cisco Call Manager and Apple Mac support
- Prioritise requests and understand technical faults and their resolution in order to estimate time required to fix; able to identify the degree to which tasks can, or cannot, be resolved using in-house expertise, and when to escalate problems to colleagues and report on wider installation/hardware problems to the Head of Department
- An accurate, thorough and methodical way of working
- Respond positively to a high volume of queries and requests from all Academy staff
- Patient and friendly, with first class communication skills: to relate positively to 'non-IT literate' members of staff; to provide 'on-the-job' explanation and coaching to users, to provide explanations concerning IT networking and installation difficulties in layman's terms
- Able to thrive when working in a busy and, at times, demanding environment. Flexible in approach to work, comfortable managing requirements that may be unpredictable and prone to last minute change
- Possess a flexible and co-operative approach to work, a strong team player
- Willing to use initiative and "think on one's feet"
- Inquisitive by nature, committed to ongoing personal development and increasing technical knowledge and capability
- Awareness of costs and financial issues implicit in up-grading/installation issues.