

Temporary IT Support Officer - fixed-term contract to 31 July 2015
Operations Department
Up to £26,000 pro rata, plus 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 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

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 who meet our criteria will be invited to interview and must be available to start work immediately

If you do not hear from us within 10 days of application, please assume that you were unsuccessful on this occasion.

JOB DESCRIPTION

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

MAIN OBJECTIVE

To provide a comprehensive first and second 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:
 - Office 365
 - 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. Ownership of small projects as directed by Head of IT
11. 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
12. To maintain the confidentiality, integrity, availability, accountability and relevant compliance of information systems
13. 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.