

TRINITY LABAN CONSERVATOIRE OF MUSIC & DANCE

IT SUPPORT OFFICER

FULL- TIME, PERMANENT

JOB DETAILS - CONTENTS

Page 2	Advertisement
Page 3	Job Description
Page 5	Person Specification
Page 6	Conditions of Service Summary and Staff Benefits
Page 7	Information on Trinity Laban Conservatoire of Music and Dance

IT SUPPORT OFFICER

Contract: Full-time, Permanent

Salary: £25,735 - £29,200 p.a. (Including LWA)

Trinity Laban Conservatoire of Music and Dance is a forward thinking, contemporary and world-class Higher Education Institution with a vision to redefine the conservatoire for the 21st century. At the leading edge of music and dance training, it provides specialist education of the highest quality, which reflects the increasingly collaborative world of artistic practice and supports the lifelong career development of students and professional performing artists.

This is a great opportunity to utilise your excellent IT support skills within a small, supportive IT team, in which your contribution will be highly valued. As well as gaining an insight into the Conservatoire sector, you will provide second line IT support to staff and students, participate in a wide range of IT projects, help to maintain Active Directory, and record and manage support requests in our helpdesk system.

CompTIA+, an undergraduate IT degree, or Microsoft Desktop Certification is essential, along with an excellent technical knowledge of desktop systems and a working knowledge of end user IT security risks and how to detect and mitigate them.

You'll have experience in administering and supporting users on current versions of Windows, Office and other common desktop software, as well as installing, maintaining and troubleshooting PCs, mobile devices, servers, printers, and applications within a locked-down Windows network environment. You'll also have experience in managing and troubleshooting Active Directory accounts, user profiles and security permissions, and you'll be a problem solver with excellent customer service skills and good attention to detail.

Key technologies are Windows 10, Win Server 2012 and above, Active Directory, MS Office, MS Office365, and MS Azure.

As an equal opportunities employer we positively encourage applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity.

If you think this might be just the job for you, please register an account with our eRecruitment system (or login if you have an account) and complete an online application form using the following link <https://jobs.trinitylaban.ac.uk/>

Closing Date: Sunday 28 July at 23:59 hours BST (No Agencies)

Interview Date: TBC

For any queries about this position that are not covered in the job pack, please email staffrecruitment@trinitylaban.ac.uk or contact Katerina Filosofopoulou, People Services and Resourcing Officer on 0208 305 9476.

All of our taught programmes are validated by Trinity Laban Conservatoire of Music and Dance. Research degrees are validated by City, University of London.

Trinity Laban Conservatoire of Music and Dance is a company limited by guarantee registered in England and Wales Company No. 51090. Registered Charity No. 309998.

JOB DESCRIPTION

Post:	IT Support Officer
Department:	IT Department
Reporting to:	Head of IT
Grade:	5
Contract:	Full-Time, Permanent

PURPOSE OF ROLE

- To ensure that our users are well supported in their use of Trinity Laban IT, and that they retain a high level of confidence in our systems.
- To address and resolve end user problems efficiently, so that the business of the institution can continue with minimal disruption.
- To help ensure that TL systems operate effectively, by contributing to routine monitoring and system maintenance.
- To contribute to the security of TL systems and data by detecting and responding appropriately to IT security events.
- To uphold the policies and procedures of the IT department.
- To assist with a wide range of project implementation activities.

Main duties

1. To provide a second line IT support service to all users of Trinity Laban IT and telephony facilities.
2. To respond to requests for assistance from our users, resolving where possible, or escalating to other members of the IT team as appropriate.
3. To remain alert to IT security risks, and respond appropriately to IT security events.
4. To provide excellent customer service and to ensure user confidence with IT services remains high.
5. To create and update documentation, and maintain the IT asset and software licence registers.
6. To uphold the policies and procedures of the IT department.

7. To undertake a range of other duties, commensurate with knowledge and experience. Duties are likely to include the installation or upgrade of corporate software and systems, roll-outs of new PCs and laptops, Active Directory maintenance, and routine monitoring tasks.

THE POST HOLDER MUST:

- At all times be committed to Trinity Laban's Equality and Diversity Policy.
- Adhere to all policies and procedures relating to Health and Safety in the workplace.
- Promote the profile and image of the Department and the Conservatoire wherever possible.

CONSERVATOIRE VALUES:

- All staff are expected to operate in line with Trinity Laban's Terms and Conditions for staff, which set out the principles of how we work together. More information about the Conservatoire's vision, mission and values is available at:
<https://www.trinitylaban.ac.uk/about-us/governance/our-vision>

Trinity Laban has a no smoking policy on its premises.

The above list is not exclusive or exhaustive and the post holder will be required to undertake such duties as may reasonably be expected within the scope and grading of the post. All members of staff are required to be professional, co-operative and flexible in line with the needs of the Conservatoire.

IT SUPPORT OFFICER PERSON SPECIFICATION

Criteria	Specification	E/D	Measured By
Education/ Qualifications	One of the following: CompTIA+ or equivalent, Undergraduate IT degree, Microsoft Desktop Certification	Essential	Application
	CompTIA Security+	Desirable	Application
Experience	Administering and supporting users on current versions of Windows, Office and other common desktop software	Essential	Application, Interview & Test
	Installing, maintaining and troubleshooting PCs, mobile devices, servers, printers, and applications within a locked-down Windows network environment	Essential	Application, Interview & Test
	Managing and troubleshooting Active Directory accounts, user profiles and security permissions	Essential	Application, Interview & Test
	Experience of working in the Higher Education sector	Desirable	Application
Knowledge or Understanding	Excellent technical knowledge of desktop hardware and operating systems	Essential	Application & Test
	Knowledge and experience of using tools and techniques for managing PCs in a corporate environment	Desirable	Application & Test
	Working knowledge of end user IT security risks and how to mitigate them	Essential	Application, Interview & Test
	Working technical knowledge of Apple desktops and laptops	Desirable	Interview
Skills and Abilities	Excellent IT troubleshooting skills	Essential	Interview
	Excellent customer service skills	Essential	Interview
	Ability to work under pressure	Essential	Interview
Personal Qualities	A strong attention to detail	Essential	Interview

Applicants must be eligible to work legally in the United Kingdom. If you do not have the necessary permissions to do so, unfortunately we are unable to consider your application.

CONDITIONS OF SERVICE – SUMMARY AND STAFF BENEFITS

Contract:	Full-Time, Permanent subject to a 6-month probationary period.
Hours:	35 hours per week, usually from 9.00 am to 5.00 pm Monday to Friday, (with a daily lunch break of one hour). Some evening and weekend working will be required during busy periods, for which time off in lieu will be given.
Location:	You will be initially based at the Faculty of Dance (Laban building, Creekside) but may be required to work at any of the Institution's sites.
Salary:	The salary for the post will be in accordance with the Trinity Laban Staff Salary Scale, Grade 5, Incremental Points 16 – 21, £25,735 - £29,200 p.a., inclusive of a London Weighting Allowance of £3,718 p.a. Salaries are paid on the last working day of the month into bank or building society accounts.
Holidays:	25 days p.a. in addition to Statutory, Bank and Public Holidays. Please note, only full calendar months will count.
Sick Pay:	Trinity Laban operates the Statutory Sick Pay Scheme, and staff may be eligible for benefits in excess of this under Trinity Laban's own sick pay scheme.
Pension Scheme:	The successful candidate will be auto-enrolled into the Universities Superannuation Scheme. Employees contribute at the rate of 8% of their pensionable salary. The Conservatoire pays the Employer's contribution currently at the rate of 18% of pensionable salary.
Staff Development:	A range of Staff Development opportunities are available.
Library:	The Laban Library & Archive (Faculty of Dance) and the Jerwood Library of the Performing Arts (Faculty of Music) are available for use.
Car Parking:	A limited number of parking spaces are available at the Laban Building, subject to availability.
Cafeteria:	Our Cafeterias/Licensed Bars at both sites serve a range of hot and cold drinks and snacks.
Events:	There is a wide range of music and dance performances each week, many of which are free to members of staff.
Classes:	Reduced rates access to Adult Classes.
Eye Care:	Vouchers for eye tests are available for VDU users.
Health:	Reduced rates for Health services and access to the Cash 4 Health plan. Details are available from the Health Department.

INFORMATION ON TRINITY LABAN CONSERVATOIRE OF MUSIC AND DANCE

Trinity Laban Conservatoire of Music and Dance is the UK's only conservatoire of music and contemporary dance. The unequalled expertise and experience of its staff, and its world class facilities housed in landmark buildings, put Trinity Laban at the forefront of vocational training in music, musical theatre, and dance.

Our history goes back to 1872 with the founding of Trinity College of Music in London. Trinity College of Music merged with Laban (founded in 1946) in 2005 to create Trinity Laban, now home to a creative and cosmopolitan community of students, teachers and researchers from around the globe.

We have a reputation for innovation and forward-thinking, and are focused on training students for life-long careers in our art forms. Each year we welcome over 1,000 students from over 60 countries to follow undergraduate, postgraduate and research programmes. Thousands more people enjoy music, dance and health activities as part of our lively performance and outreach programmes.

Our unrivalled roster of teaching staff includes respected academics, performers, composers and choreographers. Many of them are active researchers who push at the boundaries of their art forms, and extend our understanding of artistic and educational practice. We also welcome leading visiting artists, ensembles and companies from around the world, so our students benefit from working directly with today's top performers.

We work together in a number of outstanding locations, including the 17th-century Old Royal Naval College at Greenwich (a World Heritage Site), the Stirling Prize-winning Laban Building in Deptford, and the magnificent Grade II listed Blackheath Halls. Our world-class facilities include state-of-the-art practice rooms and dance studios, flexible performance spaces and internationally famous libraries. Students also have access to the cultural wealth of London, and regularly perform at its leading venues.

To find out more, visit trinitylaban.ac.uk