

# TRINITY LABAN

## IT Support Officer Full Time, Permanent

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## IT Support Officer

**Contract: Full-time, Permanent**

**Salary: £30,597- £34,218 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.

Reporting to Infrastructure and Applications Team Lead, or the Network and Security Team Lead, this role offers a great opportunity to deliver new and exciting technologies, using 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 and higher education 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.

You will work with our IT support team and institutional stakeholders, to deliver new modern and innovative digital solutions to create a user experience fit for the 21st century.

Proven IT support experience is essential, along with an excellent technical knowledge of desktop systems, a passion for technology and a working knowledge of managing IT security risks.

You'll have experience in administering and supporting users on the Office365 platform, modern versions of Windows, Remote Desktop, as well as installing, maintaining and troubleshooting PCs, mobile devices, servers, printers, and applications within a locked-down Windows environment. You will have experience of working with cloud technologies and users who work in a blended and hybrid manner.

Key technologies are, Office365, Windows Server 2019 and above, Active Directory, Hybrid Cloud, VMWare ESXi, Veeam, MacOS, Mobile Device Management software.

As an equal opportunity 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.

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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: 23:59 hours BST, Tuesday 5 November 2024, (No Agencies)

Interview Date: from Friday 15 November 2024

For any queries about this position that are not covered in the job pack, please email Katerina Filosofofoulou, Talent Resourcing and Organisational Development Officer on [staffrecruitment@trinitylaban.ac.uk](mailto:staffrecruitment@trinitylaban.ac.uk).

*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

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

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### 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 IT Incidents efficiently, so that the business of the institution can continue with minimal disruption.
- To assist with the delivery of projects and the implementation of new technology.
- 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 anticipating, detecting and responding appropriately to IT security incidents.
- To collaborate effectively with members of the IT team and key institutional

- stakeholders to develop and deliver new digital solutions
- Supporting the Head of IT with the delivery of the digital strategy

## Main duties

1. To provide a second line IT support service to all users of Trinity Laban IT.
2. Managing incidents, service requests and change requests in line with institutional responsibilities.
3. To respond to requests for assistance from our users, resolving where possible, or escalating to other members of the IT team as appropriate.
4. To remain alert to IT security risks and respond appropriately to IT security events.
5. To collaborate effectively with senior IT team members, to deliver new solutions
6. Managing support with 3rd party and cloud service providers where required
7. To create and update documentation and maintain the IT asset and software licence registers.
8. To uphold the policies and procedures of the IT department.
9. 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, rollouts of user devices using MS Intune, Active Directory maintenance, Infrastructure and Applications project work, Network and Security project work and routine monitoring tasks.
10. To support the delivery of Infrastructure and Applications projects or Network and Security projects.

## The post holder must:

- Be committed to Trinity Laban's Equality and Diversity Policy
- Adhere to all policies and procedures relating to Health and Safety in the workplace
- Positively promote the profile and image of the Trinity Laban wherever possible

*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.*

## 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.

# IT Support Officer

## Person Specification

Criteria	Specification	E/D	Measured By
Education/ Qualifications	Formal IT qualification such as Computer Science degree, MCSE/MCITP or alternatively, significant 2nd line support experience	Essential	Application
	CompTIA Security+	Desirable	Application
Experience	Administering and supporting users on current versions of Windows OS, Office365 platform (Exchange, Teams et al)	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, SCCM, user profiles and security permissions	Essential	Application, Interview & Test
	Basic experience in configuring enterprise level switches and firewalls, and managing virtual server infrastructure	Desirable	Interview & Test
	Support of remote users in a hybrid working environment	Desirable	Interview

	Experience of Modern Windows server environments in a VMware ESXi environment	Desirable	Application,
	Experience of working in the Higher Education sector	Desirable	Application
Knowledge or Understanding	Excellent technical knowledge of Windows PC and Mac hardware/operating systems	Essential	Application & Test
	Use of TeamViewer and managing users working in a Hybrid manner	Desirable	Application & Test
	Working knowledge of end user IT security risks and how to mitigate them	Essential	Application. Interview & Test
	Basic knowledge of DNS and DHCP, and virtual server technologies	Essential	Interview & Test
	Working technical knowledge of Apple desktops and laptops	Desirable	Interview
	Knowledge of Veeam or equivalent backup technology	Desirable	Interview
	Working knowledge of Microsoft Intune and Microsoft Azure	Desirable	Interview
Skills and Abilities	Excellent IT troubleshooting skills	Essential	Interview
	Excellent customer service skills	Essential	Interview
Personal Qualities	A strong attention to detail	Essential	Interview

*Please note, that it will not be possible for the Conservatoire to issue a Certificate of Sponsorship for successful candidates as we are awaiting further information from UK Visas and Immigration. Applicants will therefore need to be eligible to work in the UK or have limited leave to remain in the UK and associated right to work for the duration of their employment with the Conservatoire, in accordance with the Immigration, Asylum and Nationality Act 2006.*

## 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 required to work in all sites on occasion across the Institution.
Salary:	Trinity Laban Staff Salary Scale, Grade 5, Incremental Points 16 - 21, £30,597 - £34,218 p.a., (pay award in progress) inclusive of a London Weighting Allowance of £ 4,259 p.a. Salaries are paid on the last working day of each month direct into bank or building society accounts.
Holidays:	25 days, in addition to Statutory, Bank and Public Holidays
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, if they meet the qualifying criteria. Employees contribute at the rate of 6.1% of their pensionable salary. The Conservatoire pays the Employer's contribution currently at the rate of 14.5% 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.
Cycle to Work:	A cycle to work scheme is operated.
Give as you earn	A give as you earn scheme is operated.

## Information about Trinity Laban

Trinity Laban 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 17<sup>th</sup>-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](http://trinitylaban.ac.uk)