

TRINITY LABAN

Junior IT Support Officer Full Time, Permanent

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Junior IT Support Officer

Contract: Full-time, Permanent

Salary: £28,140 - £29,992 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 the Infrastructure and Applications Team Leader in the IT department, 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 first line IT support to staff and students, participate in a wide range of IT projects, help to maintain Trinity Laban systems and infrastructure, 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

Basic first line IT support experience is essential, along with a foundational knowledge of desktop systems and a passion for technology.

You'll have first line support awareness of administering and supporting users on the Office365 platform, modern versions of Windows and Macintosh devices, as well as the drive to learn new skills and technologies within our environment.

Primary technologies at Trinity Laban 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.

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: Wednesday 23 April 2025, at 23:59 hours BST, (No Agencies)

Interview Date: Wednesday 7 May 2025

For any queries about this position that are not covered in the job pack, please email Katerina Filosofopoulou, Talent Resourcing and Organisational Development Officer on 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

Post:	Junior IT Support Officer
Department:	IT Department
Reporting to:	Head of IT
Grade:	4
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 provide 1st line support for the resolution of IT Incidents efficiently, so that the business of the institution can continue with minimal disruption.
- To deliver IT training to users to aid their efficient use of Trinity Laban IT systems.
- To provide assistance to the second line support staff in the resolution of Incidents, the delivery of projects and new technology.
- To provide 1st line support contributions to the routine monitoring and maintenance of Trinity Laban systems.
- To assist in the identification of security incidents by reviewing Trinity Laban systems and data
- To collaborate effectively with members of the IT team and key institutional stakeholders to develop and deliver new digital solutions
- Supporting the IT Support Officers, the Infrastructure and Applications Team Lead, the Networks and Security Team Lead and the Head of Information Technology with the delivery of the digital strategy

Main duties

1. To provide a first line IT support service to users of Trinity Laban IT and to assist the IT Support officers in their second line responsibilities where required.
2. To provide IT training and accompanying documentation to users of Trinity Laban IT services
3. To receive, record and update support requests in the IT Helpdesk system
4. To maintain the IT asset and software licence registers and IT documentation
5. To uphold the policies and procedures of the IT department
6. Maintain an up-to-date knowledge of Trinity Laban IT policies and working practices
7. Apply policies and working practices appropriately
8. Attend relevant IT meetings
9. Undertake specific tasks as directed by your Team Leader or the Head of

Information Technology

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.

Junior IT Support Officer Person Specification

Criteria	Specification	E/D	Measured By
Education/Qualifications	Formal IT qualification such as Computer Science degree, or alternatively, significant 1 st line support experience	Essential	Application
Experience	1 st line of users on current versions of Windows OS, Office 365 platform (Exchange, Teams et al)	Essential	Application, Interview & Test
	Basic IT support troubleshooting of PCs, mobile devices, servers, printers, and applications	Essential	Application, Interview & Test
	1 st line awareness of Microsoft Office 365	Essential	Application, Interview & Test
	Awareness of Modern Windows server environments such as VMware ESXi environment	Essential	Application, & Interview
	Experience of working in the Higher Education sector	Desirable	Application
Knowledge or Understanding	1 st line support experience of Windows PC and Mac hardware/operating systems	Essential	Application & Test
	Awareness of remote support toolsets	Desirable	Application & Test
	1 st line support level understanding of IT security risks and how to mitigate them	Essential	Application, Interview & Test
	Basic knowledge IT protocols and how they interact	Essential	Interview & Test
	Awareness of Apple desktops and laptops and how they function	Essential	Interview
Skills and Abilities	1 st line IT troubleshooting skills	Essential	Interview
	Experience of delivering customer service	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 normally based across all sites of the Conservatoire, however there is the potential to work in a hybrid manner, subject to agreement.
Salary:	The salary for the post will be in accordance with the Trinity Laban Staff Salary Scale, Grade 4, Incremental Points 11 – 15, £28,140- £29,992 p.a., inclusive of a London Weighting Allowance of £4,259 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, 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.

Cycle to work:	A cycle to work scheme is operated.
Health:	Reduced rates for Health services and access to the Cash 4 Health plan. Details are available from the Health Department.

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 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