

Job Description



Job Title	IT Support Analyst
Department	Barbican Centre and Guildhall School of Music & Drama – IT Department
Grade	B/C
Location	Barbican Centre and Guildhall School of Music & Drama
Responsible to	IT Service Desk Manager
Responsible for	N/A

Purpose of Post

To provide IT support and help desk services to the Barbican Centre & Guildhall School of Music & Drama staff. Assist in supporting the IT infrastructure.

Main Duties & Responsibilities

- 1 Provide support to staff & students in the use of desktop operating systems and hardware and applications including email and log support calls and respond as appropriate.
- 2 Provide support to staff & students in the use of desktop hardware, including desktop and laptop computers, printers, photocopiers and other devices.
- 3 Provide support to staff & students in the use of telecommunications systems, voice mail and mobile devices.
- 4 Diagnose and solve problems relating to desktop hardware and software including desktop and laptop computers, operating systems, printers, applications, photocopiers and other devices.
- 5 Install, upgrade configure and maintain desktop hardware and software.
- 6 Maintain IT databases and documentation, including help desk systems, asset control systems, guidelines and procedures, system maintenance records, and other technical documentation.
- 7 Liaise with external suppliers to facilitate prearranged supplies of IT goods and services
- 8 To undertake projects as assigned by the Service Desk Manager.
- 9 To carry out any other reasonable tasks as required by the Service Desk Manager.

- 10 Actively seek to implement the City of London's Occupational Health and Safety Policy in relation to the duties of the post, and at all times give due regard to the health and safety of both themselves and others when carrying out their duties.
- 11 Actively seek to implement the City of London's Equal Opportunity Policy and the objective to promote equality of opportunity in relation to the duties of the post.



Person Specification

Job Title	IT Support Analyst
Department	Barbican Centre and Guildhall School of Music & Drama – IT Department
Grade & Level	B/C
Trent Position Number	To be allocated.

Please find below the key skills, experience and core behaviours required to undertake this post.

Technical Skills / Professional Qualifications / Relevant Education & Training

Essential

- IT-related A-level or equivalent qualification (A), (I)
- Have a good understanding of ITIL principles (A), (I), (T)
- Excellent customer service skills (I)
- Experience and competent knowledge of the use of IT equipment including PCs, laptops, printers and mobile devices (I), (T)
- In-depth experience of Microsoft Office and Microsoft Office 365 products (A), (I), (T)
- A good understanding of Microsoft Windows 10 (I), (T)
- Experience in the use of Microsoft Active Directory/Exchange 365 (A), (I), (T)
- Familiar in the use of software security products such as centralised AV and encryption (A), (I)
- Experience in the use of a centralised support desk system (A), (I)
- Experience with asset management (A), (I), (T)
- Hands-on ability to install and configure PC Hardware and Software. (A), (I)
- Ability to diagnose and rectify PC and Printer hardware and software problems. (I), (T)

Desirable

- Networking experience (VLAN tagging, routing)
- Microsoft SharePoint/Office 365 experience
- Microsoft SQL experience

Experience Required, including Budget Holding Experience (if appropriate)

Essential

- Excellent customer service skills, being able to communicate well effectively both orally and in writing (A), (I)
- A team player, always co-operative and enthusiastic (I)
 - Able to develop and sustain relationships with people from a wide variety of backgrounds, and with Barbican Centre & Guildhall School of Music & Drama colleagues and clients (I)
 - Ability to be tactful in difficult situations (I)
 - Logical, with the ability to apply an innovative and analytical approach to problem solving (I)
 - Efficient, organised and able to meet deadlines with a calm and professional approach. (I)
 - Be flexible and able to adapt to very busy periods (I)

Desirable

- Have an interest in working in a creative artistic environment (A)

Other Relevant Information e.g. working hours or desirables (only if applicable)

For the first three months of contract:
Monday to Friday, 9.15am – 5pm, 35 hours per week.

After the first three months and depending on your progress:

The post is then part of a shift pattern involving three other staff. Shifts are 8.30am-4.15pm, 9.15am-5pm, 10.15am-6pm on a weekly rotational basis. Approximately every fourth weekend the post-holder may be required to cover the IT support desk via a combination of remote / onsite, using a company mobile phone and VPN connection to the Barbican network. When covering the weekend the post-holder will take the preceding Friday off. The Sunday of that weekend will be paid as additional overtime.

Recruitment – Note to Applicants

The qualifications, experience and technical skills will be used in the decision making process for recruitment. Please give examples of how you have exhibited these behaviours in your previous role(s). It is essential you address the criterion marked as (A) on your application form in the section for supporting information.

Be as specific as possible, we cannot guess or make assumptions, but will assess your application solely on the information provided. Try to provide evidence, by examples, where possible, of skills, knowledge and experience contained in this person specification.



Summary of Terms and Conditions of Employment

This summary is given as a guide and is not intended to form part of an individual's contract of employment.

Salary

Salary range for this job is £24,880 to £34,240 per annum inclusive of London Weighting. This figure will be reviewed annually from 1 July in line with the pay award for other salaried staff within the City of London Corporation.

Contract

The position is offered on a permanent basis.

Hours of Work

Normal hours of work are being 35 hours per week excluding lunch breaks, Monday to Friday 9.15am to 5pm, inclusive but the post holder shall be expected to work the hours necessary to carry out the duties of the position.

Frequency and Method of Payment

This is a monthly paid appointment and salaries are credited to a Bank or Building Society Account on the 11th of each month.

Annual Leave

There is an entitlement of 24 days annual holiday plus Bank Holiday. There are subsequent increases to entitlement to annual holiday according to length of service.

Sickness Absence and Pay

The City of London Corporation has a comprehensive Occupational Sick Pay scheme, details of which can be found in the Employee Handbook which will be made available to you upon commencement.

Pension

You will automatically be admitted to the City of London Corporation's Pension Scheme. Employees contribute between 5.5% and 12.5% of their pensionable pay to the scheme, depending on salary.



If you do not wish to join the Scheme you must make a formal declaration stating you wish to opt out. You may contact the Pensions Office directly should you have any queries relating to the Local Government Pension scheme and your entitlements under this scheme.

Continuous Service

If you join the City of London Corporation without a break in service (subject to certain exceptions) from another body covered by the Redundancy Payments (Local Government) (Modification) Order 1999, your service with that institution will count for the purpose of continuous service. The amount of continuous service which you have will affect your entitlement to certain contractual benefits; for example, annual leave, sick leave and maternity leave. A full explanation of Continuous Service is contained within the Employee Handbook.

Probationary Period

You will be employed initially on a six month probationary period. Should either party wish to terminate the employment during this period, then one week's notice will be required on either side, except for summary termination for gross misconduct.

Notice Period

One Month by either party after satisfactory completion of probationary period.

Learning and Employee Development

The City of London provides for financial support and time off for staff to study for appropriate qualifications which relate to their duties or undertaking professional skills update training. There is also an in house programme covering more general training needs.

Employee Volunteering Programme

Through its partnership and regeneration work, the City of London aims to contribute to the social and economic regeneration of the seven boroughs bordering the City: Camden, Hackney, Islington, Lambeth, Tower Hamlets and Westminster. These boroughs contain some of the most deprived neighbourhoods in the country.

The Employee Volunteering Programme, established in 2002 allows staff to volunteer their time, skills, knowledge and expertise to benefit local residents whilst developing their own professional skills. All staff are given the opportunity, subject to line management agreement, to take 2 days of volunteering leave per year to enable them to do this.