



Royal College of Art

Postgraduate Art & Design

JOB DESCRIPTION

Post:	Senior IT/AV Analyst
Department:	IT, Library and Technical Services (ILTS)
Grade:	6
FTE:	1
Responsible to:	Service Desk Manager
Location:	Across all 3 sites

Background

The Royal College of Art is the UK's only entirely postgraduate institution of art and design, dedicated to teaching, research and knowledge exchange with industry. The RCA has been ranked the number one university-level institution for art and design, internationally, for the eighth consecutive year according to the QS World University Rankings by Subject, 2022.

The College currently has some 2,700 students registered for Graduate Diploma, MA, MRes, MPhil and PhD degrees, and this is set to rise to 3,300 in coming years with the introduction of the new campus at Battersea during 2022. The majority of postgraduate teaching and research supervision is delivered by the RCA's four Schools: Architecture, Arts and Humanities; Communication; Design, with each School led by a Dean of international standing, and a recognised leader in their field.

In addition, the RCA has a number of established and planned research centres: the Helen Hamlyn Centre for Design; the Material Science Research Centre (which includes the Burberry Materials Futures Research Group and the Textiles Circularity Centre); the Intelligent Mobility Design Centre, Computer Science Research Centre, and a future centre in Drawing. The RCA is also home to one of the UK's most successful university incubators, InnovationRCA.

Our People

The RCA's Royal Visitor (Patron) is HRH Prince of Wales; its Chancellor is Sir Jony Ive, and the Pro-Chancellor and Chair of Council is Sir Peter Bazalgette. The RCA's Vice-Chancellor - the CEO of the institution - is Dr Paul Thompson. The RCA has more than 500 permanent staff, including internationally renowned artists, designers, architects, theorists and curators. These staff, together with an innovative pedagogy, world-class technical facilities and research centres, all contribute to an exceptional environment and a remarkable record of graduate employment. Generations of eminent graduates have created far-reaching impact and influence, such as Barbara Hepworth, Bridget Riley, David Hockney, Sir Ridley Scott, Sir James Dyson OM, Asif Kapadia, Thomas Heatherwick, Chris Ofili, Tracey Emin, Jake and Dinos Chapman, Christopher Bailey, Idris Khan, Chantal Joffe, Sir David Adjaye, Erdem, Philip Treacey, Monster Chetwynd, Oscar Murillo and Lina Lapelyte.

Strategic Plan 2022–2027

The RCA has developed a new strategic plan, involving all staff in a process that was concluded in March 2022, with the publication of a new Strategic Vision and Plan for the next five years, and the appointment of our new Chair of Council, Sir Peter Bazalgette.

This plan will embrace the roll out of a new model of delivery for our taught postgraduate programmes to support access and flexibility; it will underscore our commitment to being the world's most research-intensive art and design university; and it will commit to a number of Equity and Diversity goals which will lead towards the RCA becoming an anti-racist institution.

Purpose of the post:

The post holder will support all users of IT and AV systems products and services ensuring that expertise, help and assistance is readily available by assisting with the proactive maintenance of hardware and software. They will act as an escalation within the ICT Service Desk team, and will deliver a high quality service to ensure customer satisfaction and service level standards are met successfully. They will also support the ICT Service Management Specialist in their day-to-day operation.

- To act as an escalation point within the ICT Service Desk team, proactively track the progress of support calls, keeping users and/or relevant staff informed and ensuring consistent and timely responses and resolutions are delivered
- To liaise with third party suppliers/providers such as hardware and software vendors for incident management, problem management and request fulfilment tasks.
- To document faults and resolutions, accurately and systematically to meet standards and ensure that user problems are escalated appropriately and users are informed on progress.
- To identify service quality issues and use continual service improvement techniques.
- To contribute to the decision making of the team, collaborating with team members to share ideas and expertise and to provide guidance and advice to less

experienced colleagues.

- To contribute to the development of standards, processes and procedures relating to Service Management.
- To record details of all IT assets and ensure that configuration management records are complete and up to date.
- To ensure a consistent level of service is provided at all sites across the College
- Contribute to the creation of articles and ongoing maintenance of the knowledge management system.

Qualifications

Essential

- Educated to degree level or equivalent experience
- At least one relevant professional qualification from ITIL (IT Infrastructure Library) or equivalent experience,

Desirable

- Appropriate professional body membership or certification of skills

Person specification:

Essential

- Experience of IT support for Mac OSx, Mobile and Windows desktop environments, internet and productivity suites (MS Office and Google Apps)
- Proven ability to troubleshoot and to problem solve independently
- Experience of working within an ITIL and/or service management environment
- Proven customer service orientation
- Excellent communication and interpersonal skills, both written and verbal, with individuals at all levels
- Ability to work collaboratively with a team and/or with different departments
- Proven organisational, time management and planning skills with the ability to prioritise in a busy environment with competing demands
- Demonstrable commitment to keeping relevant knowledge up to date and to continuing professional development

Desirable

- Knowledge and/or experience of using helpdesk workflow tools and/or online helpdesk systems
- Experience of supporting and troubleshooting audio visual services and systems
- Experience of working in Higher Education

- Experience of establishing or embedding new processes and/or tools to improve efficiency and productivity
- Experience in the field of art, design and communication
- Ability to describe experience of planning, prioritising and organising own workload on a daily, weekly or monthly basis, coordinating with others, ensuring customer needs and expectations are met
- Ability to demonstrate established fault diagnosis and troubleshooting skills and the ability to apply new technology to business problems
- Practical experience of developing and maintaining technical and procedural documents
- Ability to provide basic and introductory information to colleagues that are new to the department e.g. As part of a staff induction programmes

Aug 2022

Additional Information:

- This is a permanent contract
- Normal hours total 35 hours per week, 09:30 – 17.30 with an hour for lunch.
- Salary, £32,198 - £36,888 per annum, inclusive of London Weighting Allowance.
- 25 days annual leave plus 6 days college close per annum, at the discretion of the college.

PAY & BENEFITS

Pension

The Royal College of Art is a member of the Superannuation Arrangements of the University of London (SAUL) which is a contributory defined benefit pension scheme. The college will contribute a sum equal to 19% of your salary while you pay 6%.

Holiday

5 weeks (25 days) paid leave a year plus bank and public holidays normally observed in England and Wales. In addition, the college is normally closed for six days a year, one day either side of Easter and the remainder between Christmas and New Year, at the discretion of the college. Part-time staff will be entitled to the pro rata equivalent.

Season ticket loans

Interest-free loans are available for staff to purchase annual season tickets.

Enhanced maternity and adoption pay

Qualifying employees are entitled to enhanced maternity/adoption pay: 26 weeks' full pay, 13 weeks Statutory Maternity/Adoption Pay. This compares to the statutory provision of 90% of average pay for 6 weeks followed by Statutory Maternity/Adoption Pay for 33 weeks.

Enhanced paternity pay

Qualifying employees are entitled to two weeks' paternity leave entitlement at full pay. This compares to the statutory provision of two weeks' pay at the statutory rate.

Enhanced sick pay

Occupational sick pay after six months' service is three months' full pay/three months' half pay.

24/7 confidential support

Staff and family members in their household have access to a free, external confidential support service for work, financial, legal, family and personal problems 24 hours a day, 365 days a year.

Occupational health

Occupational Health support for the College is provided by Imperial College's occupational health service at their South Kensington Campus.

Cycle to Work Scheme

The Royal College of Art has signed up to the Cycle to Work Scheme – part of the government's Green Transport Initiative – which allows employees to make significant savings on purchasing new bikes and safety equipment.

Life Cover

Active members of the SAUL pension scheme automatically receive life cover. A lump sum of four times your salary together with a refund of your contributions and a 2/3 pension for your dependant/spouse is payable should you die whilst in employment.

Library

All staff are welcome to join the college library.

Events

All staff are welcome to attend exhibitions, lectures and private views held by academic schools and programmes.