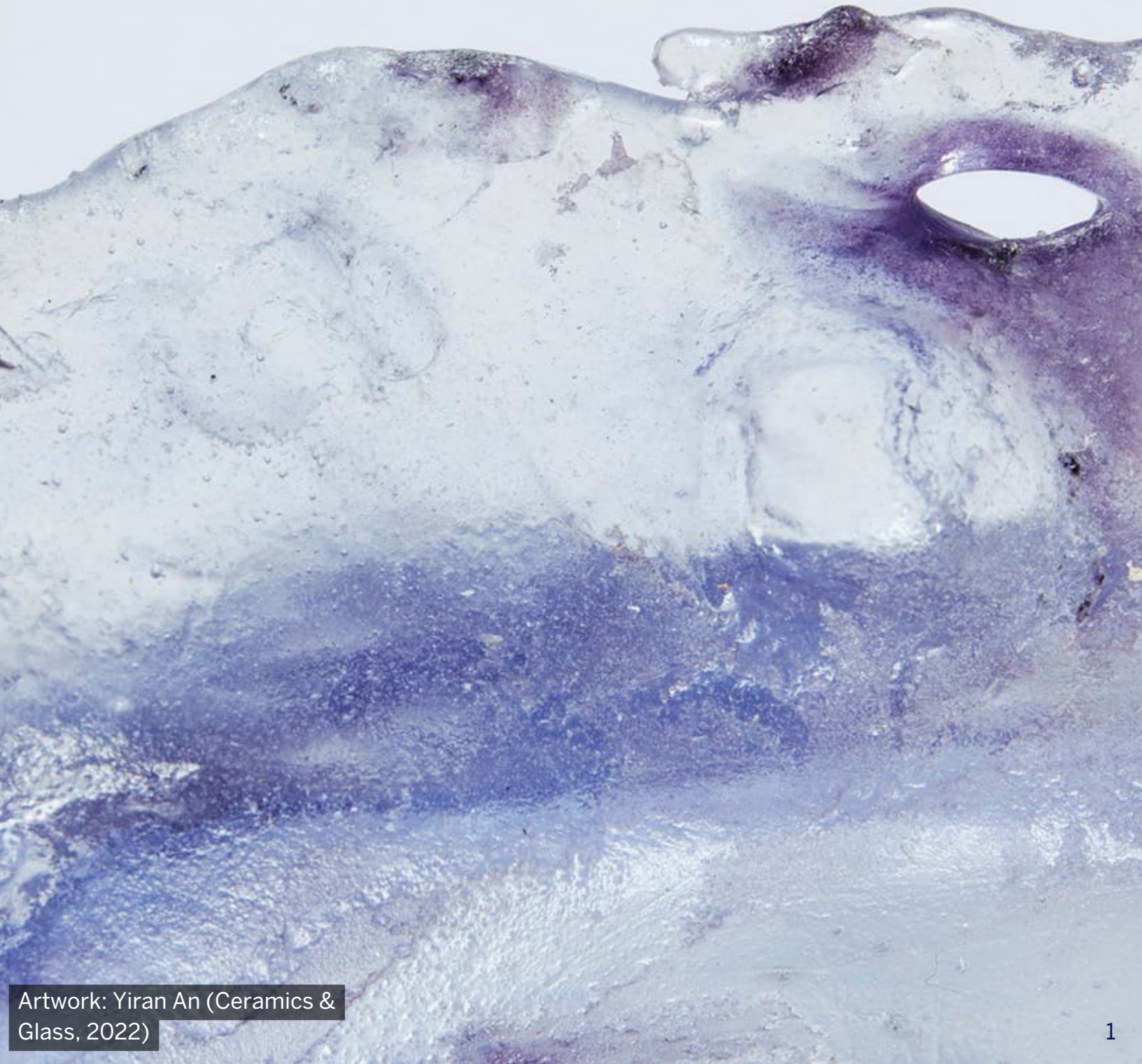
RCA

Senior IT & AV Support Analyst

August 2023



Artwork: Yiran An (Ceramics & Glass, 2022)

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Photo: Richard Haughton

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WELCOME TO THE RCA

Photo: Iwan Baan

Founded in 1837, the Royal College of Art is the world's largest community of postgraduate art and design students. It is also the oldest art and design university in continuous operation and has been ranked as the world's number one art and design university for a remarkable nine consecutive years, according to the QS World University Rankings by Subject 2023 – the worldwide survey of academic and industry opinion.

The RCA is research-led, and recognised in the UK-wide REF (Research Excellence Framework) as the UK's most research-intensive institution – with an increased proportion of the College's outputs classed as 'internationally excellent' and 'world-leading' in the most recent REF assessment of 2022.

Studying at the RCA is the starting point for the world's creative leaders. With more than 20,000 RCA alumni across the globe, the RCA's graduates form a unique international network of artists, designers, creators and innovators. Every year, RCA alumni are recognised as leaders in their discipline, making national and international headlines for their work, which shapes the world we live in. Its graduate start-up incubator, InnovationRCA, is one of the most successful in the country with a high proportion of female start-up founders and a high 'survival' percentage after five years of trading.

More than 2,700 students are spread across four schools and research and academic departments, studying at Graduate Diploma, MA, MFA, MDes, MArch, MEd, MRes, MPhil and PhD levels, with plans for this to rise to 3,300 by 2027. The College's mix of professionalism and creative freedom, together with its renowned academic community and rigorous academic framework provides the ecosystem in which students flourish and achieve their highest potential.

Photo: Richard Haughton

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 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.

The RCA espouses a hybrid approach, supporting 'traditional' making and technical skills in fine and applied art and design alongside the foundational sciences, engineering and technology which underpin designers' ability to solve today's global challenges. The RCA champions the value of interdisciplinary learning and was the first art and design university in the world to implement a STEAM (Science, Technology, Engineering, Art and Design and Mathematics) academic vision, with investment in new faculty posts in Materials Science; Computer Science and Robotics alongside art and design disciplines. By applying creative insights to evidence-based science, its staff, students, researchers and start-ups are addressing major global challenges such as rapid urbanisation and transport; loss of biodiversity; ageing populations; unsustainable consumption and production; and the rise of AI.

Our Strategy

The RCA's strategic vision is to increase its influence on the world stage of globally ranked universities, punching significantly above its weight, and attracting, supporting and convening the world's most talented faculty, students, artists, designers and creative leaders. For more information on The RCA's Strategic Plan 2022–27, please click on this link: Strategic Plan 2022–27.

Our People

Photo: Richard Haughton

His Majesty King Charles III is Royal Visitor to the RCA (ie Patron). The RCA's Chancellor is Sir Jony Ive, and the Pro-Chancellor and Chair of Council is Sir Peter Bazalgette (please see link to Council independent members' biographies). The RCA's Vice-Chancellor – the CEO of the institution – is Dr Paul Thompson, who joined the College in 2009.

The RCA's academic faculty bring world-leading expertise and industry knowledge to the practice-based model of teaching. There is a core academic and research workforce of 230 FTE, supported by around 170 Associate Lecturers and a wide range of Guest Lecturers who bring 'live' industry experience into the taught curriculum – for example, Amin Taha of GrantOn design, whose work was twice shortlisted for the RIBA Stirling Prize, in 2017 and 2021, teaches in the School of Architecture; and Yao Yingjia, who is Vice President and Chief Designer at Lenovo teaches in the School of Design.

The RCA combines contemporary and industry-focused teaching perspectives. It also employs a team of 95 highly skilled technicians, many of whom themselves have postgraduate qualifications in their fields of specialism, which range from rapid prototyping and subtractive manufacturing to film and sound engineering, and from digital modelling to metal fabrication and jewellery making.

Our Values

Photo: Shaun James

The RCA community operates in line with four agreed values:

Curiosity
We have a tenacious commitment to innovation and openness to change. We positively interrogate ideas, assumptions and plans and welcome the honest scrutiny that is alive in a learning community.

Inclusion
We celebrate diversity and embrace difference as a source of strength. We strive for an inclusive RCA community, removing barriers and challenging exclusionary and discriminatory practices.

Collaboration
We value what happens together and we help and support each other to achieve our collective goals. We work in partnership with our students, staff, alumni, institutions and communities across the globe to make a lasting difference.

Integrity
We are always willing to listen, we offer constructive feedback and we promote accountability, building relationships of mutual trust and respect. We are resilient in the face of challenges, pursuing outcomes with individual, cultural, societal and economic impact.

Senior IT & AV Support Analyst

Photo: Richard Haughton

Purpose of the post:

The post holder will support all users for IT & AV systems & products, and ensure that services are met with a high level of expertise and assistance. They will act as an escalation within the IT Service Desk team, and continue to ensure a high level of customer satisfaction and service standards are achieved. They will also support the IT Service Desk Manager in the day-to-day operations of the team.

You will ideally be educated to a degree level or have equivalent experience, with at least one relevant professional qualification from ITIL (IT Infrastructure Library) or equivalent industry qualifications. This is alongside the following experience:

- Demonstrable experience in IT Support for Mac OS, Windows, Mobile and Tablet environments, Software and Productivity suites (Microsoft Office, Google Workspace and similar) alongside a wide portfolio of solutions being supported
- A proven ability to troubleshoot and to problem solve proactively & independently without minimal interaction
- A high knowledge of organizational, time management and planning skills with the ability to prioritize in a busy environment with competing and challenging demands
- Experience working within an ITIL and/or Service Management orientated environment
- The ability to work collaboratively within a team and/or different departments
- Demonstrable commitment to keeping relevant knowledge up to date and continuing their professional development

Main Duties and Responsibilities:

- To act as an escalation point within the IT Service Desk team, proactively tracking the progress of support calls and keeping all users informed at each stage.
- To identify Service or Process quality issues and use a Continual Service Improvement process to rectify these.
- To assist with the creation, updating and maintenance of Knowledge Bases & subsequent information held within the department.
- To contribute to the decision-making of the team, collaborating with the direct and indirect team members to share ideas and experience.
- To provide support, guidance, advice and technical experience to Junior members of the team whilst mentoring and tracking their progress.

Photo: Richard Haughton

Person Specification

Qualifications:

Essential

- Equivalent, substantial or relevant experience in a related role
- Demonstrable continual professional development
- A qualification in computing at a professional level or relevant subject.

Desirable

- Professional industry standard qualifications such as Cisco CCNA, CompTIA A+ / Security + / Network +, or equivalents
- Appropriate professional body membership or certification of skills
- A qualification in Apple Device Management (JAMF or similar) and Microsoft Device Management (MD exams or similar)
- At least one relevant professional qualification from ITIL (IT Infrastructure Library), Prince2 Project Management or equivalent experience

Person specification:

Essential

- Experience of managing and resolving 1st & 2nd Line Incidents, Service Requests and Problem Management
- A proven ability to troubleshoot methodically and independently
- A proven orientation for achieving excellent Customer Service
- The ability to show effective call queue (both personal and team) management, and providing regular updates to all stakeholders and users
- Experience in mentoring and promoting career development excellence to all members within a team setting

Desirable

- Good working knowledge and/or experience of using helpdesk workflow tools and/or online helpdesk systems
- Experience of establishing or embedding new processes and/or tools to improve efficiency and productivity within the team and/or department
- Knowledge or experience across sectors such as Art, Communications, Design and Research
- Practical experience of developing and maintaining both technical and procedural documentation
- The ability to provide training, mentoring and information to colleagues that are new to the department i.e. as part of a Staff Induction Programme.
- Knowledge Base management or maintenance experience

Technical Knowledge and Experience:

Essential

- Experience in 1st & 2nd Line Support for a range of hardware environments across Windows, Mac, Linux, Mobile and Tablet devices
- Experience in Cloud and On-Premise application support such as Microsoft, Google Workspaces
- A high working knowledge of Microsoft Azure & On-Premise Active Directory
- Experience for the deployment of staff hardware & peripheral solutions provided by the ITAM team, ensuring a formal process is followed each time
- Experience in supporting a deployed Managed Print Service

Desirable

- A working knowledge of Microsoft Sentinel
- Knowledge of Enterprise level Anti-Virus and Security solutions
- Experience troubleshooting and resolving a variety of network issues across VLANs, Wi-Fi solutions, Firewall and understanding networking protocols
- Knowledge and experience working with a variety of higher education applications such as iTrent, Stonefish, Unit4,
- Familiarity working with creative applications such as Adobe, Rhino, Solidworks and more is advantageous

Pay & Benefits

Additional Information:

- Grade 6: Salary working 5 days per week: £35,974- £40,741per annum pro rata inclusive of London Allowance.
- Normal hours will total 35 per week, 5 days per week, 9.30am to 5.30pm with an hour each day for lunch.
- 25 days annual leave plus extended breaks at Christmas and Easter pro-rata for part-time staff
- A contributory defined benefit pension scheme and interest-free season ticket loan are available
- The expected post holder will be expected to be on Campus for 5 days per week, with remote working opportunities available

Photo: Philip Vale

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 16% of your salary while you pay 6%.

Holiday
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 on either side of Easter and the remainder between Christmas and New Year. 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.

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 dependent/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.