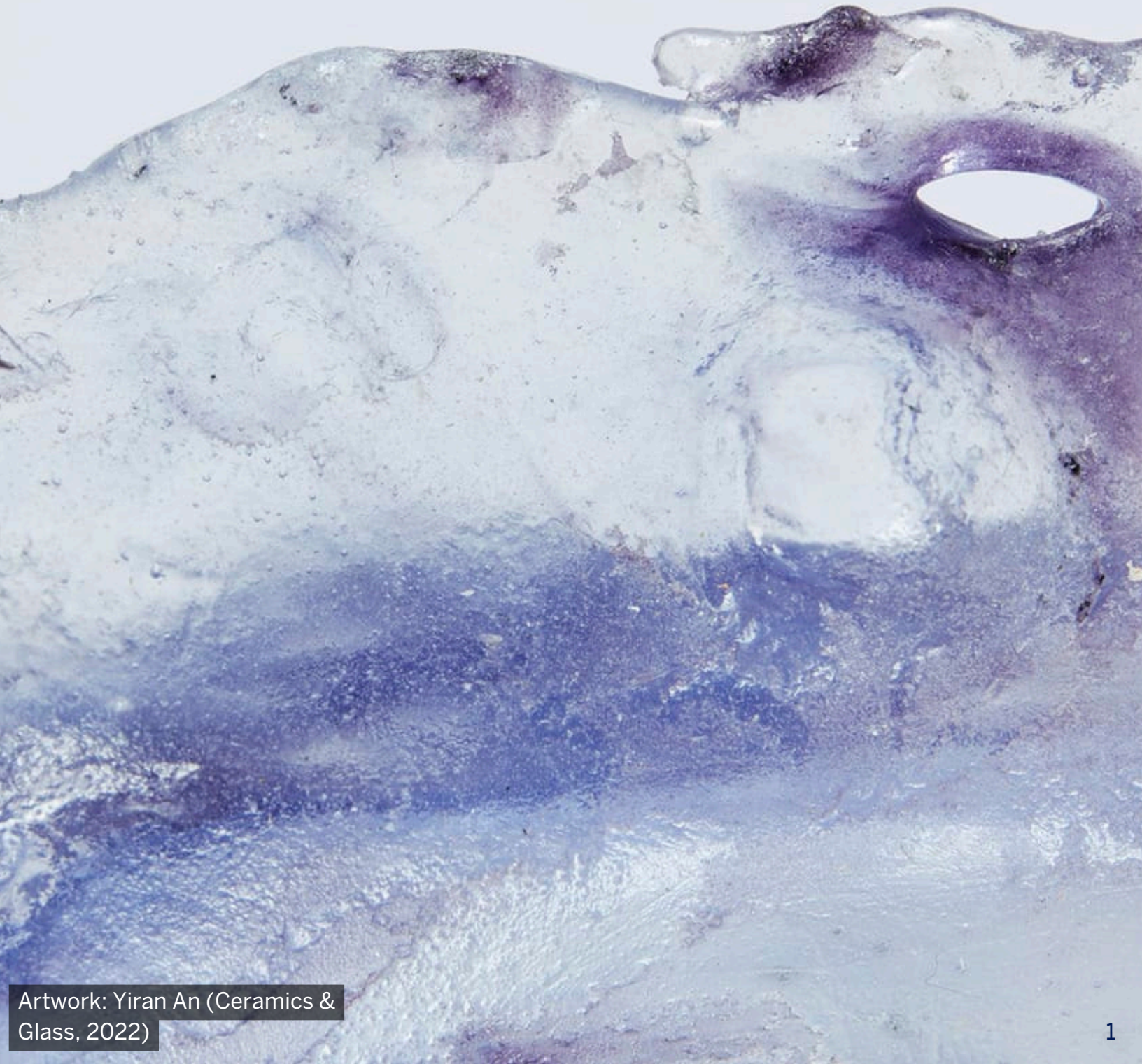


RCA

Asset & Configuration Analyst November 2024



Artwork: Yiran An (Ceramics &
Glass, 2022)

CONTENTS



Photo: Richard Haughton

3	<u>About RCA</u>
4	<u>Our Strategy</u>
5	<u>Our People</u>
6	<u>Our Values</u>
8	<u>About the Role</u>
10	<u>Person Specification</u>
11	<u>Pay and Benefits</u>

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 ten consecutive years, according to the QS World University Rankings by Subject 2024 – 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 2021.

Studying at the RCA is the starting point for the world's creative leaders. With more than 25,000 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 2,800 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. 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

The role of Royal Visitor to the RCA was taken on by The former Prince of Wales – now His Majesty The King – in 2018. The announcement of HM The King's retained Patronage of the RCA marks the first anniversary of Their Majesties' Coronation. As part of the official Coronation Concert in May 2023, the Royal College of Art along with The Royal Ballet, The Royal Opera, the Royal Shakespeare Company, and the Royal College of Music came together for the first time ever to create a spectacular one-off performance, with a striking visual backdrop of specially-designed artworks contributed by students from the Royal College of Art.

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 President & Vice-Chancellor – the CEO of the institution – is Professor Christoph Lindner who joined the College in April 2024.

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 196 FTE, supported by around 215 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:



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.



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.



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.



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.

Information, Learning and Technical Services



Photo: Richard Haughton

ILTS (Information, Learning, and Technical Services) is a cross-College directorate that supports staff and students to meet their academic objectives through a broad range of services. We provide leadership and expertise in implementing digital systems to enable more efficient working practices across the College. We have skilled and specialist staff on all three RCA sites.

IT:

IT Services (ITS) provide all technology infrastructure, software and services for users.

Asset & Configuration Analyst



Photo: Richard Haughton

Purpose of the post:

The postholder will ensure that the IT assets required to deliver IT services are properly controlled and accurate, and reliable information about those assets is accessible when and where it is needed. This information includes details of where assets are located, how those assets have been configured and the relationships between configuration items. As such, the postholder is the custodian and guardian of all assets, documentation and CIs registered within the asset management system. They will manage the processes and procedures required to maintain accuracy of the IT Asset Database.

Main Duties and Responsibilities:

- To own the asset management processes and ensure all assets are handled within policy
- To act as an escalation, point within the ICT Service Desk team, proactively track the progress of tickets, 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 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



Photo: Richard Haughton

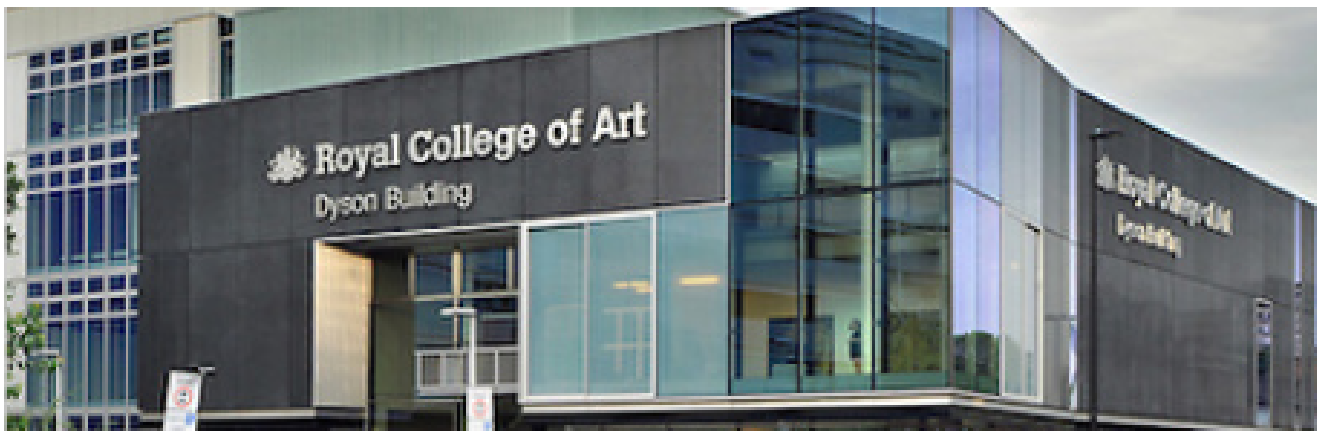
Person Specification

Essential

- Experience of Mac OSx, Mobile and Windows desktop environments, internet and productivity suites (MS Office and Google Apps)
- Experience of supplier management in hardware repair and warranty
- 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



Pay & Benefits

Additional Information:

- Responsible to: ICT Services Manager
- Full time salary: Grade 6 £37,936 - £42,703 annum including London Allowance.
- FTE: 1 (35 hours per week), 9.30 - 17.30 with an hour for lunch.
- Fixed term role for up to a year from December 2024 (could end sooner if current postholder returns earlier than expected).
- 27 days annual leave plus extended breaks at Christmas and Easter, at the discretion of the College.
- A contributory defined benefit pension scheme and interest-free season ticket loan are available, along with many other benefits.
- Location: Battersea (with occasional travel to other sites)
- Department: IT Services



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

27 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 six 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 three 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.



Equality, diversity and inclusion - Disability and neurodiversity

Disability Confident

RCA is a Disability Confident Committed employer. You may recognise the logo from our job adverts.

Disability Confident is a government scheme designed to encourage employers to recruit, retain, and develop disabled people. RCA was originally awarded the Disability Confident certificate in October 2022, which broadens and deepens our existing commitment as an employer.

As a Disability Confident Committed employer, we commit to the below core activities:

- ensure our recruitment process is inclusive and accessible
- communicating and promoting vacancies
- offering an interview to disabled people who meet the minimum criteria for the job
- anticipating and providing reasonable adjustments as required
- supporting any existing employee who acquires a disability or long-term health condition, enabling them to stay in work
- at least one activity that will make a difference for disabled people





10 YEARS

as the world's N°1
University for Art & Design

QS World University Rankings by Subject 2015-24

Together, the RCA community can generate change now for a sustainable future everywhere.