



Royal College of Art

Postgraduate Art & Design

JOB DESCRIPTION

Post: ICT Services Analyst – Technology and Operations

Department: IT, Library and Technical Services (ILTS)

Grade: 6

Responsible to: ICT Operations Manager

Location: ICT Team, all 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 & design, internationally, for the eighth consecutive year according to the QS World University Rankings by Subject, 2021.

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 3,000 in coming years. The majority of postgraduate teaching and research supervision is delivered by the RCA's four Schools: Architecture, Arts & 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); the Intelligent Mobility Design Centre, the HELIX Centre, and future centres in Computer Science and in Drawing. The School 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 & Dinos Chapman, Christopher Bailey, Idris Khan, Chantal Joffe, Sir David Adjaye, Erdem, Philip Treacey, Monster Chetwynd, Oscar Murillo and Lina Lapelyte.



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Strategic Plan 2022–2027

The RCA is currently crafting 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; it will underscore our commitment to being the world's most research-intensive art & 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.

ILTS

The Royal College of Art is one of the world's most influential institutions of university status devoted to the study of art, design, humanities and communication.

The ICT Team is one of the service divisions of IT, Library and Technical Services (ILTS), a cross-college department, which includes the Library, Archives and Collections, Technical Services and Digital Development.

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.

Purpose of the post:

- Work with the ICT Services specialist and external partners to develop platforms for Windows device management.
- Work with colleagues to identify and deliver technology upgrades, ensuring that new hardware and software solutions are implemented in line with the college IT security policy.
- To configure and troubleshoot a varied range of software applications from standard business applications to more specialist software used in the creative industry.
- Ensure that all required software is available and appropriately licensed, including assisting with the monitoring and upgrading of vendor licensing management platforms, both on-premise and cloud.
- Work with key stakeholders to deliver the student-facing remote desktop access solution.
- Document current processes and collaborate with colleagues to develop and document processes for new technologies as they are adopted.
- Liaise with third party suppliers/providers such as hardware and software vendors for incident resolution. Document issues and resolutions, accurately to ensure that all user problems are escalated appropriately and users are informed on progress.
- Provide operational IT support including but not limited to device imaging, application deployment and the college managed business print services.
- Identify operational problems and contribute to their resolution.



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- Contribute to the decision making of the team, collaborating with team members to share ideas and expertise.
- Record details of all hardware/software items that have been installed/removed so that configuration management records and IT Asset register are complete and up to date.
- Ensure a consistent level of service is provided at all sites across the College.

Additional responsibilities:

- Comply with all Royal College of Art policies and procedures.
- Carry out risk assessments as required in respect of Health & Safety and security and take any necessary actions to ensure a safe working environment.
- Support the delivery and implementation of ITIL processes.
- Undertake any other duties consistent with the role as required and in agreement with the line manager.

Qualifications

Essential

- Educated to degree level or equivalent experience.
- A qualification in computing or equivalent experience.

Desirable

- Professional industry standard qualifications, implementing a Desktop Infrastructure/Implementing Desktop Application Environments.
- Appropriate professional body membership or certification of skills.

Person specification:

Essential

- Experience of Windows desktop computer deployment tools and management.
- Experience of both Mac and Windows operating systems and desktop software.
- Proven ability to troubleshoot and to problem solve independently.
- 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.

Desirable

- Experience of working in Higher Education.
- Familiarity of task automation and configuration management using PowerShell.
- Experience of administering productivity suites such as Microsoft Office365 and Google Workspace.
- Practical experience of developing and maintaining technical documents.



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Additional Information:

- This is a permanent contract.
- Normal hours total 35 hours per week, 09:30 – 17.30 with an hour for lunch
- Salary, working 5 day per week: £32,198 - £36,888 per annum pro rata inclusive of London Weighting Allowance
- 25 days annual leave plus 6 days college close per annum, at the discretion of the college. Pro-rata for part-time employees.
- Location: Kensington & Battersea & White City

JUNE 2022



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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

30 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. 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.

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.