



Royal Albert Hall

## JOB DESCRIPTION

**Role:** Service Desk Engineer

**Location:** Royal Albert Hall

**Salary/hourly rate:** £28,000 per annum inclusive

**Reports to:** Service Desk Manager

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For nearly 150 years we have been fulfilling our vision of inspiring artists and audiences worldwide with the magic of the iconic Royal Albert Hall; creating life-enriching, unforgettable experiences for everyone. Hosting 390 events a year in the main auditorium and more than 800 in other smaller spaces, the Royal Albert Hall stands true to its original purpose of promoting the Arts and Sciences. As a charity, the Hall is dedicated to maintaining the Grade I listed building and giving access to all.

### OUR VISION AND VALUES

Our vision is to inspire artists and audiences worldwide with the magic of the iconic Royal Albert Hall, creating life-enriching, unforgettable experiences for everyone. The Royal Albert Hall is more than just a building. Together we are...

#### One team

Encouraging and harnessing each other's talents, valuing our differences, supporting one another and celebrating our achievements together

#### Passionate

Dedicated, creative, embracing new ideas, always seeking a better way; because together we are writing the story of the Royal Albert Hall

#### Open to all

Welcoming, warm, always professional; committed to providing as many people as possible with unforgettable experiences

### THE ROLE

The IT department ensures systems work efficiently across the business to deliver a high quality of service to users. The primary role is to resolve requests and incidents that have been initially triaged and assigned by the IT Officer, Ensuring that all requests and incidents are correctly logged and updated. The role has responsibility for dealing with a broad range of IT issues, including replacing printer/copier consumables and the troubleshooting, setup and moving of AV equipment and computer and telephony hardware throughout the Hall. The Service Desk Engineer is required to take part in the department extended shift rota.



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### **KEY OBJECTIVES**

Working under the direction of the Service Desk Manager the role will be responsible for:

- Helping to ensure that all issues reported to the IT Service Desk are accurately logged and prioritised in a timely manner.
- Quickly and professionally resolving 1st and 2nd line issues, ensuring that users are kept informed of the progress of their support ticket in order to manage expectations.
- Assisting with the initial triage of more complex issues ensuring that troubleshooting steps are clearly recorded in the ticket history before escalating to the most appropriate person within the team.
- Undertaking user administration tasks, including setup and maintenance of users and groups within Active Directory and Office365.
- Setup and maintenance of IT hardware for all Hall staff including the deployment of new systems using SCCM.
- Setup and maintenance of AV equipment throughout the Hall for both Hall staff and third parties using the venue, including the accurate recording of resource bookings and ensuring equipment is returned to the department following its use.
- Create and add to documentation to the SharePoint library to increase consistency and knowledge sharing within the IT department.
- To work with the Service Desk Manager for project based work including improvements to the service and taking on exciting and interesting responsibilities from the Senior Network Engineer.

### **PERSON SPECIFICATION**

#### **The person**

- Natural aptitude for problem solving and is confident in taking ownership of issues.
- Has a confident and calm approach to resolving issues, managing conflicting priorities and ensuring all work streams are driven to completion.
- Excellent attention to detail with a problem solving mind-set.
- Professional and courteous at all times.
- Is able to communicate effectively to all levels of the organisation with good oral and written communication skills.
- Confident in delivering face-to-face training to individuals and small groups of users.
- Appetite to learn new skills and to always look for opportunities to improve processes.

#### **Technical Skills**

##### **Essential**

- Previous experience of working in an IT Department or providing IT support in another organisation.
- Good understanding of PC, printer and network troubleshooting.
- User administration within Active Directory and Office 365.
- Good understanding of Windows 7, Windows 10 and Office 2016.
- Good understanding of IT Security principles and safe computing.



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### Desirable

- A keen interest or experience in networking and patching
- SCCM knowledge and experience
- Server 2016 knowledge and experience
- Experience with UAT
- Interest and understanding or qualification of ITIL

### **HEALTH AND SAFETY**

You will have a good understanding of the Hall's Health and Safety guidelines and your responsibilities within these. Your role will include promoting a safe working environment and fostering a non-blame culture, adhering to any Health & Safety requirements, flagging any conflicts that may arise with Health and Safety and working towards finding effective solutions.

### **SUSTAINABILITY**

The Hall is committed to maintaining and furthering greater sustainable practices in all areas of the organisation to act on climate change. Whilst working at the Hall, you will be expected to embrace the Hall's Sustainability Policy and work to meet its objectives, putting sustainability at the forefront of all decisions.