



Royal Albert Hall

JOB DESCRIPTION

Role: Systems Engineer

Location: Royal Albert Hall

Reports to: Senior Systems Engineer

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

This post sits within the Infrastructure Services branch of the Hall's IT department where the primary purpose is to ensure the stability and security of the Hall's networks and systems which enables the business to meet its strategic goals of business efficiency, service delivery and commerce.

The post reports directly to the Senior Systems Engineer.

The Systems Engineer acts as a key support to the Senior Systems Engineer and is focussed on helping to implement and maintain IT Systems and Infrastructure projects within the Hall. The role also has responsibility for dealing with 2nd and 3rd line tickets escalated from the Service Desk.



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As with all members of the Hall's IT Team, the role is also required to provide an amount of general IT support and take part in the departments extended shift rota. On occasion, the role will be required to operate outside the extended shift rota, for example working later in the evening or over a weekend to minimise disruption to Hall staff during maintenance works, or assisting with the IT requirements of the Hall's shows.

KEY RESPONSIBILITIES

Working under the direction of the Senior Systems Engineer, the role will be responsible for:

- Working closely with the Senior Systems Engineer in the planning and delivery of infrastructure projects, including –
 - Hardware and software upgrades
 - Evaluation and implementation of new technology
 - Improving security of the Halls systems and data
- Helping manage and maintain the server and storage infrastructure
- Acting as a 2nd and 3rd line technical resource for issues escalated from the Service Desk
- Working with the Senior Systems Engineer and Head of IT in the planning and delivery of IT resources and support for larger events taking place at the Hall (such as film premieres and awards ceremonies) where the Hall may provide additional services to the Promoter.
- Developing and maintaining technical documentation to support processes and knowledge transfer.
- Creating and maintaining software deployments and updates for clients using SCCM
- Identifying new projects and requirements which will add value to the Hall's business
- Carrying out monitoring and regular activities (e.g. checking infrastructure and backups for errors)

Technical Skills - demonstrable skills and experience in the following areas:

- Windows server configuration, maintenance and support
- Active Directory management including administration of Group Policies, SSL certificates and PowerShell scripting
- Advanced understanding of networking concepts, including DNS, DHCP, VLANs and firewalls
- Understanding of virtualisation concepts, storage systems (iSCSI) and managing virtual machines and resources with either VMware or HyperV.
- Understanding and experience of Office 365 management in a hybrid environment would be beneficial
- System and network documentation
- Managing a telephone system / PBX
- Implementation of security best practices, including Microsoft WSUS and anti-virus applications



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PERSON SPECIFICATION

- Sociable and confident, able to communicate effectively to all levels of the organisation with strong oral and written communication skills.
- Project orientated, able to manage priorities and ensure all work streams are driven to completion.
- Good attention to detail with an analytical, problem solving mind-set
- Positive attitude to personal development and possessing one or more recent Microsoft qualifications, preferably on a path to MCSE or MCSA or equivalent.

HEALTH & SAFETY

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.

SUSTAINABILITY

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.