

IT & A/V Support Engineer

In 2017, The Postal Museum opened a new heritage attraction in Central London, with two experiences in one. Alongside the story of British social and communications history, we will offer a subterranean ride on the old Post Office Underground Railway – Mail Rail. This new museum and attraction will enable us to showcase the extraordinary stories from five centuries of one of the country's most iconic services, grow our educational charity work and fundamentally change the way the organisation engages with its audiences. The Postal Museum hopes to welcome over 180,000 visitors a year, along with a further 400,000 through our public events programme, digital and outreach offers. This represents a significant addition to London's cultural landscape.

Based: Central London

Salary: £28,500 - £30,000 depending on experience

Responsible for: Third party suppliers as appropriate

Reports to: Systems Manager

Contract: Full-time but flexible part-time (4 days per week) will be considered

Start date: asap

PURPOSE OF THE JOB

To fulfil an important role as a member of the Systems team working with operational colleagues to deliver a world class visitor experience by maintaining all aspects of systems delivery seven days a week. To work with the IT & Systems Manager in maintaining and supporting public facing systems such as A/V systems, digital signage, wi-fi, ticketing and interactives in our public galleries. To assist in the technical delivery of museum events, activities and initiatives. To provide ad-hoc support for back office systems including Microsoft Office 365 and line of business applications.

The Museum is a 7 day a week operation and regularly holds events outside its core hours; flexibility to work at weekends and during holiday periods is therefore an essential requirement of this role. It is expected the post holder will need to be available to cover at least 1-2 weekends each month.

PERSON SPECIFICATION

QUALIFICATIONS

(Desirable criteria)

- CompTIA First line support or second line support qualification or equivalent

EXPERIENCE

(Essential criteria)

- Successfully delivering proactive customer service; internally and externally
- Good written and oral communications skills
- Effectively and confidently using Microsoft Office packages to an advanced level

(Desirable criteria)

- Providing 1st line support for back office applications such as Microsoft Office 365 and retail/ticketing systems
- Use and maintenance of A/V systems including projectors, screens, interactive PCs, Brightsign players, HDMI extenders & media servers
- Delivering IT and A/V services within a museum/visitor attraction environment
- Supporting with the technical delivery of public and private events

SKILLS/KNOWLEDGE

(Essential criteria)

- Ability to communicate effectively both verbally and in writing, in order to build positive and successful working relationships
- Ability to clearly communicate technical details in a non-technical environment

(Desirable criteria)

- Data networking including VLANs
- Data management projects including GDPR compliance activities
- Past experience with AV equipment and/or gallery interactives
- Common operational procedures for Microsoft servers such as use of Active Directory, DNS, DHCP etc.

PERSON

- An analytical approach to problem solving
- Ability to work flexibly at weekends or occasionally, during evening events
- Proactive and hands-on approach, ability to be creative, generate new ideas and pursue opportunities, overcoming obstacles where necessary
- Calm under pressure and confident working in public spaces

JOB DESCRIPTION

Key Responsibilities and Duties

Support and training for the following:

- Applications: MS Office (including Project); Intranet; Thirdlight; Browser; Exchequer; ESET antivirus; CALM
- Services: Email; Intranet; Network (including roaming profiles/folder redirections), telephony, wi-fi
- Gallery digital interactives: urgent 1st line support if failed

Hardware support and troubleshooting

- Build, configure and install Desktops; Laptops; Printers; Phones
- Support: Scanners; Printers; Phones; Post & Go kiosk machine, point of sale devices

Co-ordinating IT response to changes or moves

- Creating new network accounts
- Telephony set up
- Create and manage Office 365 accounts
- Induction training
- Desktop machine moves
- Printer moves
- Meeting room set ups

Other IT responsibilities

- Some third party supplier management (such as hardware and printer suppliers)
- License database management and updating
- Backups and restores
- Storage management
- Password resets
- Consumable supply
- Health & Safety (cabling and VDU assessment) support

Visitor experience and event support

- Set up of IT and A/V systems to support Museum and third party events
- First line support of digital gallery interactives
- Configuration and update for digital signage

- Ticketing and point of sale terminal support and configuration

The postholder is expected to monitor and report on their work as directed by their line manager and adhere to office guidelines on handling, health and safety, lone working, etc., as advised, taking responsibility as appropriate.

OTHER WORKING CONDITIONS

The IT & A/V Technician will be expected to work on average five out of seven days including weekends and early/late events as required. The post holder will be expected to be flexible to the reactive needs of the Postal Museum and should expect their working hours to vary. Working hours and days will be agreed in advance with the line manager.

The IT & A/V Technician is expected to wear a uniform at all times, when working front of house or during events, along with a name badge, radio & ear piece and security pass whenever on duty. The uniform will be provided by the Museum.

This post will include some manual handling, for which appropriate training will be given. Additionally, applicants should be aware the following ways of working may be required:

- Working in confined spaces (e.g. MR loco pit, behind the A.V. cabs)
- Sitting, standing for extended periods of time (e.g. to fix some interactives may require ability to work from a kneeling position)
Twisting and bending
Use of multifunctional tools. (e.g. hand drill, screwdrivers, network toolkit)

The post holder is expected to monitor and report on their work as directed by their line manager and adhere to set guidelines on security, handling, health and safety, lone working, etc., as advised, taking responsibility as appropriate.

This position may require an enhanced DBS check which will reveal any unspent convictions. A criminal record may not necessarily be a bar to placement, as any decision will be treated on its merits and individual circumstances subject to the museum's overriding obligations to protect the children and vulnerable adults in its charge, members of the public, the safety of the museum's staff and the Collection.