TECHNOLOGY SYSTEMS ADMINISTRATOR
RCM Digital

Grade 7, Full time, Permanent

Job reference number: 315-22

Applicant Information Pack

Closing date	Interview date
9am Friday 19 August 2022	01 September 2022

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Job Description

Job title	Technology Systems Administrator
Department	RCM Digital
Grade	7
Hours of work	Full Time (1FTE)
Contract type	Permanent
Responsible to	Deputy Technology Manager
Responsible for	n/a
Liaises with	**Internal** Students, professors and staff; Digital team managers and colleagues **External** Hardware and software suppliers & maintainers; Jisc operations; external managed service provider
Job overview	This is a central position within the Technology team, which is part of the RCM Digital department. RCM Digital provides and maintains a wide range of technologies and services, including IT, digital learning and audio-visual production, to support all the RCM's learning, teaching and business activities. The Technology System Administrator will be a key point of contact for staff, students and professors, requiring a friendly, flexible approach and enthusiasm for helping people solve technical problems.

Key Responsibilities

This role is split between project management/engineering tasks and day to day technical support. The post holder will play a significant part in delivering the RCM Digital Strategy and supporting RCM Estates projects, working closely with the Technology Manager and Deputy Technology Manager to deliver network and other technology infrastructure, as well as undertaking a range of projects within the Technology team itself. As the senior member of the Technology Helpdesk team, the post holder will provide all levels of technology support including maintenance and troubleshooting of networks, servers, Infrastructure/cyber security, patch management, cloud platforms and enterprise systems.

Project Management

- Work with other teams as a point of contact for projects needing technical infrastructure development.
- Deliver assigned Technology projects on time, on budget and to the standard agreed.
- Work with other teams, using Prince 2 project management methods.
- Ensure change control is being used and managed.
- Produce reports and statics on the performance of various platforms, services and contracts as required.
- Ensure all projects folders are up to date and organised.

Technology Support

- As one of the senior members of the Technology Helpdesk team, provide 1st, 2nd and 3rd line support on: PC desktop applications, web and hardware issues; Microsoft servers, network infrastructure (Edge/Core Switches), group policy management, Active Directory; remote access, terminal services, VPN and wireless configuration – using the Helpdesk Support database to actively prioritise calls and deploy resources appropriately.

- Work closely with other members of the Helpdesk team (Technology Service Desk Engineers, Technology Project Engineer and Technology Administrator), providing support and advice and a point of escalation for Helpdesk calls.
- Document all relevant procedures and changes in line with best practice and with RCM change control processes. Create and provide documentation for colleagues and users.
- Take responsibility for the efficient and effective management of the College's Voice-over-IP (VoIP) telephony systems.
- Maintain electronic records of IT equipment locations, carry out periodic stock takes and assist in recycling of redundant equipment.
- Undertake specific tasks as directed by Deputy Technology Manager, Technology Manager or Head of Digital & Production.
- Monitor, Maintain and Support network infrastructure assets such as servers, switches, security, access points and storage devices.
- Take responsibility for infrastructure security such as patch management of servers, Windows Update Server management, Sophos Central Antivirus management, MessageLabs and Office 365 security management along with other elements of infrastructure security.
- Management of backups, restoration of data and periodic testing of IT systems for Business Continuity Planning (BCP) & Disaster Recovery (DR) purposes.

Person Specification

Applicants should demonstrate in their supporting statement how their qualifications, experience, skills and training fit each of the criteria below.

Criteria	Description	Essential / Desirable	How Criteria Are Tested
Qualifications/ Certification	Degree in computing or a similar related discipline OR equivalent degree level technical skills, knowledge and experience gained through employment	Essential	AF
	Prince 2 or equivalent	Desirable	AF
	CCNA or equivalent switching certification	Desirable	AF
Experience, Skills & Knowledge	Advanced Experience of Microsoft Windows 10 & Windows Server Maintenance, Administration and Troubleshooting	Essential	AF, INT, ST
	Intermediate Experience of Microsoft Office 365 Maintenance, Administration and Troubleshooting	Essential	AF, INT, ST
	Intermediate Experience of Desktop Hardware Maintenance, Administration and Troubleshooting	Essential	AF, INT, ST
	Experience of Cloud Technologies	Essential	AF, INT
	Experience of a disciplined Service Management environment	Essential	AF, INT
	Good working knowledge of a wide range of business and consumer technologies including mobile devices, apps and Apple Macs	Essential	AF, INT
	Excellent customer service, communication and interpersonal skills, i.e., ability to communicate in a friendly and helpful manner with a broad spectrum of end users and team members	Essential	AF, INT, ST
	Experience of working independently and the ability to work effectively and supportively in a team-oriented environment	Essential	AF, INT

	Demonstrable problem-solving skills and strong attention to detail	Essential	AF, INT, ST
	Experience of working with Network and Server Security	Essential	AF, INT
	Strong organisational and prioritisation skills	Essential	AF, INT
Technical Skills	Microsoft Certified (MCSA)	Essential	AF
	Active Directory / Group Policy Management	Essential	AF, INT, ST
	Azure Cloud / Backup / Restores	Essential	AF, INT, ST
	Sophos XDR Central	Desirable	AF
	Microsoft System Centre Configuration Manager (SCCM)/ Microsoft Intune	Desirable	AF, INT
	PowerShell / Scripting	Essential	AF
	Asimut Administration	Desirable	AF
	PaperCut Administration	Desirable	AF
	Mitel Administration	Desirable	AF
	Experience of Server / Patch Management	Essential	AF, INT, ST
	Experience and management of Disaster Recovery (DR) / Business Continuity Planning (BCP) Testing of IT Systems Periodically.	Desirable	AF, INT, ST
	Intermediate Experience of Microsoft SharePoint / OneDrive Maintenance, Administration and Troubleshooting	Essential	AF, INT, ST
	Experience of monitoring infrastructure security (e.g. servers, AV, Office 365)	Essential	AF, INT, ST
	Experience of call-logging tools (e.g., CA Service Desk Management or similar)	Essential	AF
Personal Attributes	Willingness to undertake training as appropriate; keen to learn, understand and apply new technologies	Essential	AF, INT
	Resilient and adaptable approach	Essential	AF, INT
	An interest in developing technical abilities and competencies	Essential	AF, INT
	An appreciation of the arts, particularly music, in education	Desirable	AF, INT
	A commitment to recognising, valuing and celebrating diversity and to proactively advancing equality and inclusive practice in all areas of College life.	Essential	AF, INT

AF = Application Form   INT = Interview   ST = Selection Test

The duties and responsibilities assigned to the post may be amended by the Head of Digital within the scope and level of the post.

Terms & Conditions

Availability	The post is immediately available and the postholder should ideally be available to start as early as possible.
Contract type	Permanent
Hours of work	This role is offered on a full time (1FTE) basis. Full time hours at the RCM are 35 hours per week and normal office working hours are 9.00am-5.00pm (with a one hour lunch break), Monday to Friday.
Salary	RCM Pay Scale Grade 7, incremental points 26 – 32: Spine points Full-time salary* 26 £35,556 27 £36,491 28 £37,458 29 £38,453 30 £39,477 *inclusive of London Weighting allowance Appointments will normally be made to the first point of the grade, in accordance with the RCM Pay Policy. Staff are entitled to an annual increment each year on 1 August (dependent on 6 complete months' service) until they reach the top of the grade. Payday is the 15th of each month or the last working day before this should the 15th fall on a weekend or bank holiday.
Work permit	All applicants must be permitted to work in the UK and hold a relevant work permit where necessary. This is not a role for which the RCM will act as a sponsor for a visa application.
DBS check	Not applicable for this post.
Probation	The post has a six month probationary period.
Notice period	The appointment will be subject to termination by not less than one month's notice. Notice during probation will be seven days' notice by either party.
Pension	The Universities Superannuation Scheme (USS) is available for all administrative staff. Full details of the scheme can be found on the USS website: www.uss.co.uk. Arrangements exist for members to make additional voluntary contributions (AVCs).
Annual leave	Full time staff are entitled to 210 hours (equivalent to 30 days) of holiday per annum, plus public holidays. Part time staff will receive a pro rata entitlement for annual leave. The RCM is closed between Christmas and New Year each year, the three days in this week that are not bank holidays will come out of the postholder's annual leave allowance.

Staff Benefits

Travel	Interest free season ticket loans are available to cover the cost of a 12 month season ticket between a member of staff's residence and the RCM. The loan will be repayable by deduction from salary over a period of 12 months or on leaving the employment of the RCM, if earlier. We also offer a tax-free bicycle loan under a similar repayment scheme.
Events	There is a range of concerts taking place at the RCM throughout the weeks, staff are entitled to one free ticket per charged concert (excluding Opera and non-RCM promotions), and unlimited tickets for non-charged concerts.
Eye tests & hearing tests	The RCM will cover the cost of an annual standard eyesight test (normally up to £25) and contribute £50 towards the cost of glasses, provided that they are for use with VDUs. We will also cover the cost of hearing tests.
Employee Assistance Programme	All RCM staff can get free and confidential advice from Confidential Care (CiC). The service is open 24 hours per day, 365 days per year, by telephone or via the web.
Professional Development	The RCM is committed to the support of training and professional development for all members of staff and a range of opportunities are available.

About Us

The College	Opened in 1883 by the then Prince of Wales, the Royal College of Music (RCM) is a world-leading music conservatoire with a prestigious history and contemporary outlook. The RCM is a vibrant community of talented and open-minded musicians, with over 900 students from more than 50 countries studying at undergraduate, masters or doctoral level in the Senior College throughout the week and 300 students on a Saturday in the Junior Department. Former students of the RCM hold key roles in music and the arts in all parts of the world - as performers, teachers, composers, conductors and animateurs. The RCM was ranked as the global top institution for Performing Arts in the 2022 QS World University Rankings by subject.
Staff	The RCM has over 250 members of professorial (teaching) staff and over 100 teachers in the Junior Department - the majority of whom are busy professionals with worldwide reputations, who include teaching among the various musical activities that they regularly undertake. Their work, and the work of the College as a whole, is supported by a team of over one hundred administrative staff.
Location	The RCM benefits from its particular location in South Kensington - one of the most attractive and interesting parts of central London. The area is well-served by public transport: South Kensington tube station is within ten minutes' walk; several bus routes pass the Royal Albert Hall. Kensington Gardens and the renowned museums of Exhibition Road, the Natural History Museum, the Victoria & Albert Museum and the Science Museum, are only a short walk away; Imperial College of Science, Technology & Medicine is next door; the Royal College of Art and the Royal Albert Hall are just across the road. The area, known originally as Albertopolis, emerged as a location for national institutions in the arts and sciences after the Great Exhibition of 1851 largely because of

	the enthusiasm of Prince Albert. Relationships with neighbouring institutions are friendly and supportive.
Department	RCM Digital delivers technology, innovation, production and digital learning and has contact with all other departments and RCM students. All members of the RCM use the services we provide and manage, many are clients for our wide range of audio-visual services or studying courses we help run and support, and some are important partners in helping us deliver our service. This makes it a lively and friendly environment where interpersonal relationships play a crucial role in making everything happen.

How to Apply

To apply, please complete our **1) Application form** and **2) Equal Opportunities form**, available to download from the RCM website, and submit in PDF or Word format to recruitment@rcm.ac.uk

Please ensure that you include the Job Reference Number and state clearly the title of the post for which you are applying. CVs without an application form cannot be accepted.

Closing date	9am 19 August 2022
	Applications received after the stated closing date will not be considered.
Interview date	Thursday 1 September 2022
	There will be a test for shortlisted candidates. Further details will be passed to shortlisted candidates in due course.

If you have any questions about this position or the application process please contact a member of the recruitment team on; recruitment@rcm.ac.uk. If you need to receive this documentation in a different format, such as large print, then please contact us to discuss your requirements.

The Royal College of Music is an Equal Opportunities employer. The College is a non-smoking environment.

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Abduljibar Nur
Deputy Technology Manager
August 2022