

TECHNOLOGY SERVICE DESK ENGINEER

RCM Digital

Grade 5, Full time, Permanent

Job reference number: 300-21

Applicant Information Pack

Closing date

9am Monday 18 January 2021

Interview date

Wednesday 3 February 2021

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Job Description

Job title	Technology Service Desk Engineer
Department	RCM Digital
Grade	5
Hours of work	Full Time (1FTE)
Contract type	Permanent
Responsible to	Deputy Technology Manager
Responsible for	n/a
Liaises with	Internal Student, staff and professor users; Digital team members External Hardware and software suppliers & maintainers; Jisc operations; external managed service provider
Job overview	The post-holder will be part of a the RCM's technology support team, with particular responsibility for supporting staff, students and professors in the use of desktop PCs and phones, business and specialist software, laptops, printing facilities and basic AV equipment. The post-holder will need to have a friendly, helpful and flexible approach and enjoy helping people solve technical problems.

Key Responsibilities

These include:

- To provide 1st and 2nd line user support (remote and in person) on PC desktop application, web and hardware issues.
- To provide support for the College's various Digital services including, but not limited to: laptops, multi-function printers, telephony and mobile devices.
- To ensure support requests raised by users are logged, grouped and tracked via the RCM's Service Desk Management platform and dealt with in accordance with agreed SLA's. To escalate support calls to third line and/or any relevant support queues.
- To provide and manage remote access for users through remote desktop services. To provide further user access via wireless laptop configuration services.
- To work closely with other members of the Digital Technology team to provide an effective and comprehensive user support service and basic training in the use of equipment to College students, teachers and support staff.
- To build specialist knowledge in one or more specialist software platforms, taking on the role of superuser or primary administrator for those platforms in due course.
- To undertake occasional project work and hardware configurations/installations under the direction of the Technical Project Manager.
- To setup equipment and/or provide technical support for occasional special events such as the annual student registration day, graduation day and important videoconferences.
- To assist with ensuring the College's compliance with relevant software licensing and other legislation
- To undertake regular data back-up management and ensure other routine housekeeping matters are addressed
- To maintain electronic records of IT equipment locations and to carry out periodic stock takes and to assist in recycling of redundant equipment.

- To document all relevant procedures and changes to setups in line with best practice and in keeping with RCM change control.
- To create and administer staff/student RCM email accounts and other induction requirements.
- To provide user support and administration of the College's VOIP telephone system.
- To be a continual self-learner, developing areas of technical specialism in line with own interests/skills and the RCM's business needs.
- To undertake specific tasks as directed by Deputy Technology Manager, Technology Manager, Head of Digital or Artistic Director.

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	Degree or equivalent professional experience in a related discipline	Essential	AF
	Educated to A level standard or equivalent	Essential	AF
Experience, Skills & Knowledge	Intermediate Experience of Microsoft Windows 7/10 & Windows Server Maintenance, Administration and Troubleshooting	Essential	AF, INT, ST
	Intermediate Experience of Microsoft Office 365 applications including MS Teams, MS SharePoint, MS Outlook 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	Desirable	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
	Strong organisational and prioritisation skills	Essential	AF, INT
Technical Skills	MCP/MOS/MTA/MCITP/MCSA/MCSE	Desirable	AF
	Active Directory / Group Policy Management	Desirable	AF
	Microsoft IIS	Desirable	AF
	Azure Cloud Backup/Symantec Backup Exec	Desirable	AF
	McAfee E Policy Orchestrator	Desirable	AF
	Microsoft System Centre Configuration Manager (SCCM)	Desirable	AF
	PowerShell / Scripting	Desirable	AF

	Asimut Administration	Desirable	AF
	PaperCut Administration	Desirable	AF
	Experience of call-logging tools (e.g. CA Service Desk Management or similar)	Desirable	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	Desirable	AF, INT
	An appreciation of the arts, particularly music, in education	Desirable	AF, INT

AF = Application Form INT = Interview ST = Selection Test

Please note: Professional development is a part of the RCM Digital approach, and training is available to the right candidate.

The duties and responsibilities assigned to the post may be amended by the Deputy Technology Manager, Technology Manager or 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	<p>This role is offered on a Full Time (1FTE) basis.</p> <p>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.</p> <p>The nature of this role may require some weekend work.</p>													
Salary	<p>RCM Pay Scale Grade 5, incremental points 16 – 20:</p> <table border="1"> <thead> <tr> <th>Spine points</th> <th>Full-time salary*</th> </tr> </thead> <tbody> <tr> <td>16</td> <td>£26,376</td> </tr> <tr> <td>17</td> <td>£27,031</td> </tr> <tr> <td>18</td> <td>£27,718</td> </tr> <tr> <td>19</td> <td>£28,425</td> </tr> <tr> <td>20</td> <td>£29,180</td> </tr> </tbody> </table> <p>*inclusive of London Weighting allowance</p> <p>All offers will normally be made at the bottom of the salary range, 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.</p> <p>Payday is the 15th of each month or the last working day before this should the 15th fall on a weekend or bank holiday.</p>		Spine points	Full-time salary*	16	£26,376	17	£27,031	18	£27,718	19	£28,425	20	£29,180
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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 months' probationary period.
Notice period	The appointment will be subject to termination by not less than one months' 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	<p>Full time staff are entitled to 210 hours (equivalent to 30 days) of holiday per annum, plus public holidays.</p> <p>The RCM is closed between Christmas and New Year's each year, the three days in this week that are not bank holidays will come out of the postholder's annual leave allowance.</p>

Staff Benefits

Travel	<p>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.</p> <p>We also offer a tax-free bicycle loan under a similar repayment scheme.</p>
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 College 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 test.
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

Founded in 1882, 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 800 students from more than 60 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 amateurs. The RCM was named top institution for performing arts in the UK and Europe and second in the world in the 2018 QS World University Rankings.

Staff

The College has over two hundred members of professorial (teaching) staff and over one hundred 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

The RCM is re-designing its approach to delivering technology, innovation, production and digital learning across the college. This post forms part of the newly created RCM Digital team which will support the successful delivery of the exciting and inter-disciplinary Digital Strategy 2016-19.

RCM Digital has contact with all other College departments including students and staff. All members of the College use the IT 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 Shevone Atkins, HR Assistant, by email to recruitment@rcm.ac.uk or alternatively by post to Royal College of Music, Prince Consort Road, London, SW7 2BS.

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 Monday 18 January 2021**

Applications received after the stated closing date will not be considered.

Interview date **Wednesday 3 February 2021**

With some roles at the RCM second interviews may take place.

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 Shevone Atkins, HR Assistant, by email; recruitment@rcm.ac.uk. If you need to receive this documentation in a different format, such as large print, then please contact X to discuss your requirements.

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

Abduljibar Nur
RCM Digital
December 2020

