

NATIONAL GALLERIES OF SCOTLAND

**OPERATIONS**

**IT SUPPORT OFFICER (BAND 6A)**

**FULL TIME, PERM**

The National Galleries of Scotland (NGS) is home to one the world’s finest collections off art, which ranges from the Middle Ages to the present day.  Our spectacular buildings house the world’s greatest collection of Scottish art, and a world-renowned collection of Scottish and international photography, welcoming many visitors to our three principal sites in Edinburgh: the Scottish National Gallery, the Scottish National Gallery of Modern Art and the Scottish National Portrait Gallery. The National Galleries of Scotland aims to preserve, display and augment the collections for the enjoyment and education of the widest possible public and to maintain NGS as a centre of excellence.

This is an exciting period of renewal for NGS, as we move forward with our engaging strategic vision that puts our audience at the heart of what we do. We’re making it our mission to broaden our impact, matching our rich collections, expertise and creativity to the needs and wants of our visitors. We’re finding new ways to connect with more people, and creating an innovative, inclusive organisation that can meet the challenges of our ever-evolving world.

‘Art for Scotland: Inspiration for the world’ is Our Vision.  Inclusive, original and ambitious – we will make the national collection accessible to all and inspire curiosity across the world.

At NGS we are committed to looking at how we operate as well as how we engage with our visitors and communities. We want to play our part in tackling the Climate Emergency. We will ensure Equality, Diversity and Inclusion (EDI) is embedded across our organisation, ensuring everyone feels a sense of belonging and can be themselves.

**JOB SUMMARY**

Working as part of a small flexible team, the IT Support Officer role supports the provision of technology across the organisation through the management of systems and provision of support to a wide user base.  Working well as part of the team is as critical as knowledge of the systems.

**KEY RESPONSIBILITIES**

* Work as part of the IT Team to operate and manage IT, digital and audio-visual technologies in support of the visitor experience and operational activities of NGS.
* Support users in the use of IT, digital and audio-visual technologies.
* Provide first, second and third-line support for all IT and digital services (including desktops), applications, infrastructure, AV support and telephony).
* Manage and respond to service desk calls (incidents, service requests, and change requests) in line with agreed service management processes and defined service levels.
* Diagnose and resolve applications, system, network and desktop related queries, problems and faults.
* Promote IT best practice to all, offering advice on application and technology usage and IT Policy.
* Maintain sound working knowledge of all NGS information systems.
* Maintain technical skills in parallel with current market developments.
* Maintain sound working relationships with all customers, suppliers, external/third party contractors and other contacts.
* Maintain data confidentiality at all times and abide by all NGS and associated external policies and procedures
* Install, maintain and dispose of standard hardware and peripherals in accordance with NGS and associated external policies and procedures.
* Install, configure and support physical and virtual desktop application software.
* Administer, configure and maintain key IT and digital systems as necessary.
* Manage and maintain desktop builds and software packages for remote deployment/installation.
* Manage and maintain desktop application security through updates and patching.
* Develop and evaluate new builds, applications and hardware.
* Ensure technical and user documentation is correct and relevant and update where required.
* Assist with IS/IT Projects and developments within the department
* Provide advice and manage IT departmental hardware, software, services and solutions.
* Undertake IT infrastructure and directory services administration & management where required.
* Carry out other appropriate duties as they arise.
* Follow an appropriate program of continuing professional development.

**KNOWLEDGE, SKILLS AND EXPERIENCE**

The following range of knowledge skills and experience are required. Please ensure these are reflected in your application. Short listing for interview will be based on meeting these requirements.

**Essential**

* Professional, further or higher education qualifications in an IT-related subject or equivalent experience.
* 1-year IT Support experience in a multi desktop OS environment
* Excellent understanding and experience of service management principles (i.e. service desk processes) and service desk software packages.
* Excellent understanding of Microsoft technologies including Exchange, Office 365 and Teams
* Excellent knowledge of Active Directory and Group Policy administration and management
* Good understanding of virtualisation technologies and working within a virtual desktop environment.
* Excellent understanding of PC and peripheral architecture
* Good understanding of IT networking fundamentals
* Ability to follow and implement NGS guidelines and procedures
* Excellent communication skills and ability to communicate at all levels.
* Knowledge of remote software installation methods and management tools.
* Flexible and adaptable with excellent problem-solving skills
* To be both a strong team player and to work independently as the situation dictates.
* Ability to prioritise and manage varied/heavy workloads in ever changing environment.
* Excellent customer focussed skills
* Ability to keep up to date with new technologies

**Desirable**

* Understanding of ITIL Framework and practical application of IT service desks.
* Recognised IT or vocational customer services qualification
* Understanding of IT compliance

**SUMMARY TERMS AND CONDITIONS**

Salary £26,980 - £29,573 per annum

Starting salaries will normally be at the minimum or at a rate that reflects qualifications and/or experience which are of special value for the post and which are above minimum entry requirements.

Hours 42 hours per week inclusive of lunch breaks

Annual Leave 25 days per annum and 11.5 public and privilege holidays FTE, pro-rata depending on hours

Pension Civil Service pension provisions enables the National Galleries of Scotland to offer a choice of occupational and stakeholder pensions, giving you the flexibility to choose the pension that suits you best.

**The closing date for completed applications is Monday, 07 March 2022**

*Please note that the successful candidate will be subject to Basic Disclosure Scotland security clearance.*

*National Galleries of Scotland is a charity registered in Scotland (No. SC003728)*

