

NATIONAL GALLERIES OF SCOTLAND

**IT SUPPORT OFFICER**

Full-time, Permanent

Salary £28,437 - £31,170 per annum (Band 6A)

Plus generous benefits package

Hybridworking

**ABOUT THE ROLE**

Working as part of a small flexible team, you will support the provision of all technology and information services across the National Galleries of Scotland through the management of systems and supply support to a wide user base.

As the IT Support Officer, you will provide first, second and third-line support for all IT and digital services (including desktops), applications, infrastructure, AV support and telephony. You will manage and respond to service desk calls (incidents, service requests, and change requests) in line with agreed service management processes and defined SLAs.

Working well as part of the team is as critical as knowledge of the systems.

**THE DIFFERENCE YOU’LL MAKE**

In all that you do, you'll 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. Reporting to the IT Support Manager you will also:

* 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.
* Always maintain data confidentiality 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 and management where required.

**WHO WE ARE LOOKING FOR**

Why applying and answering our quick question please tell us more about you, how you meet the requirements, and what you will bring to the role. This will be your opportunity to stand out as well as tell us what you are looking for from us. To succeed in this role, you’ll need the following range of knowledge, skills, and experience:

* Professional, further, or higher education qualifications in an IT-related subject or equivalent experience.
* Proven IT Support experience in a multi desktop OS environment (minimum of 1 year).
* Excellent understanding and experience of service management principles (i.e. service desk processes) and service desk software packages.
* Excellent understanding of MS technologies including Exchange, Office 365 and Teams and also PC and peripheral architecture.
* Excellent knowledge of Active Directory and Group Policy administration and management.
* Good understanding of IT networking fundamentals, virtualisation technologies and working within a virtual desktop environment.
* Excellent communication skills and ability to communicate at all levels.
* Knowledge of remote software installation methods and management tools.
* Ability to prioritise and manage varied/heavy workloads in ever changing environment.
* Excellent customer focus skills with a flexible approach and excellent problem-solving skills.

**Desirable**

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

**ABOUT US**

The National Galleries of Scotland (NGS) is home to one the world’s finest collections of 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.

NGS are working towards reducing our environmental impact and aim to have net-zero carbon emissions before 2045. Our response to the Climate Emergency and EDI is integral to our work and all our colleagues and departments play a part in achieving this. Our primary Climate Emergency focus areas are engaging our communities, improving our operations, and adapting to future climate changes.

**WHAT’S ON OFFER FOR YOU**

Our colleagues will tell you great things about working here. We aim to ensure the National Galleries of Scotland is a great place to work, where our people thrive in a culture where we are trusted, empowered, and engaged to achieve our true potential. We want to tell you what we can offer you. We offer a range of benefits to promote healthy working lifestyles for all our colleagues. Details specific to this role are:

**Salary**   
£28,437 - £31,170 per annum. Starting salaries will normally be at the minimum rate depending on experience.

**Hours**   
37 hours per week excluding a one-hour unpaid lunch break each day.

**Holidays**   
When you first join, you’ll get 25 days annual leave per year plus 11.5 public and privilege holidays pro-rata depending on hours. After 5 years your annual leave will increase to 30 days.

**Where you’ll be based**

You’ll be based at the Scottish Gallery of Modern Art One, 75 Belford Road, Edinburgh. Free car parking is available on site.

**Pension**   
We are a [Civil Service Pension](https://www.civilservicepensionscheme.org.uk/?msclkid=c66726e5d05f11eca5bc876f849a8989) employer. You get to choose if you want a defined benefit or stakeholder pension. The benefits of joining the scheme include [generous employer contributions](https://www.civilservicepensionscheme.org.uk/your-pension/managing-your-pension/contribution-rates/) to your future pension, life assurance, and options to increase your pension. If you join the alpha Civil Service pension scheme our contribution will be 27.1% for this role.

**Other benefits**

Family friendly working policies, free or discounted entry to various visitor attractions, staff discount at our shops and cafés, Cycle to Work Scheme, wellbeing support and services including our Employee Assistance Programme.

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

**The closing date for completed applications is Sunday, 08 January 2023**

Interviews will be held on 13 January 2023.

Graphical user interface, text, application

Description automatically generated

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