



SENIOR IS SUPPORT
OFFICER

THE
NATIONAL
GALLERY

THE ROLE PROFILE

Job context

This postholder will deliver consistent, high-quality technical support and Information System related projects to all levels at the Gallery work in close coordination with a team of Information Systems Support Officers and other Information Systems staff including the IS Support Manager, Infrastructure Manager, Deputy, and Head of the Information Systems Department.

Job purpose

The post holder is responsible for aiding in the delivery of excellent IT service to the National Gallery (NG) and its trading company National Gallery Global (NGG).

Scope of job

- Working with other members of the IS Department to provide support to our users. This involves on-site and remote support to users with Gallery issued laptops and our ticketing and Point of Sale devices located throughout the Gallery.
- Ensuring that our till systems are up to date using Business Central.
- Providing assistance to other members of the department in support on other general matters where resources are stretched.
- Carrying out daily checks to deal with errors and document processing queues for connected systems.
- Ensure daily/ weekly/ monthly procedures are in place and followed to proactively ensure targets are met and avoid security vulnerabilities.
- Ensure administration tasks are completed. Adding, amending, and deleting users from security and distribution groups. Administration of Gallery Starters, Leavers and Movers and following and updating procedures and documentation.
- Ensuring the ServiceDesk is run optimally and looking for repeat issues/problems and supplying resolutions for these.
- Working with hardware and software vendors or partners to resolve issues.
- You will support and upkeep the Gallery's Systems by resolving problems of complex nature and will use initiative and experience to trace, track, report and document issues arising from system failures.

Key deliverables

- Providing 1st and 2nd line technical hardware and software support to IT users throughout the Gallery.
- User account and resource administration using Microsoft Active Directory and other related tools.
- Delivery of retail system access devices and security configuration.
- Deployment of hardware and software in a consistent and secure way.
- Undertaking the routine activities required to keep the information systems operational, including:
- Regular inspection of Gallery IT systems and performing and testing upgrades and enhancements
- Daily checks of e-commerce and web systems (including resolving errors and escalating problems
- Ensuring all retail hardware is always fully operational.
- Manage software and hardware patching, upgrades and replacements in the required timescale and remove legacy data from systems where it is no longer needed.
- Assisting with the development and implementation of new IT projects.
- Keeping all support documentation up to date.
- To update helpdesk incidents/requests are updated regularly and aim to complete within agreed organisation level agreements.
- Providing, supporting and updating kiosk and display equipment within the retail environment.

Key relationships

- Escalation of support issues as appropriate to hardware and software third party providers.
- Communication with stakeholders at all levels about issues relating to the status of information systems important to the delivery of Gallery operations, and the progress of ongoing service desk requests and incidents.
- Liaison with external consultants and suppliers who are critical to the ongoing operation of the Gallery's infrastructure: for example, manage external support engineers whilst they are in the Gallery and communicate with suppliers regarding procurement.

Key required skills and attributes

1. Ability to troubleshoot common PC, network, software, and printer issues.
2. Demonstrable ability to administer user accounts using Microsoft Active Directory.
3. Experience of using and/or supporting:
 - Windows 10
 - Microsoft Dynamics or D365 Business Central
 - Retail Support
 - Network connectivity issues including VPNs
 - LS retail (preferable)
 - Office 365 including Teams
4. Demonstrable ability to communicate and troubleshoot effectively; escalating problems as required.
5. Experience using:
 - Microsoft Azure
 - Microsoft SharePoint
 - Powershell (preferable)
 - Group Policy Administration
 - Apple OS
6. Proven documentation skills.
7. The ability to prioritise your own work and an ability to schedule your workload to ensure that the pressure of urgent problems does not affect longer term developments.
8. A positive attitude to delivering an effective support service, with good interpersonal skills and the ability to communicate effectively with both technical colleagues and non-technical individuals.
9. The ability to share knowledge within the IS team.
10. Self-motivated but able to work in a team environment.
11. A systematic, innovative, and practical approach to problem solving.
12. The ability to recognise when problems fall outside own area of expertise and obtaining guidance from colleagues.
13. Able to set clear expectations and ensure that external suppliers and service providers deliver on what was agreed.

14. Experience of working with Microsoft Dynamics NAV or D365 Business Central.

Supervisory/managerial responsibility

This post does not have line management responsibilities but is expected to provide advice and assistance to more junior members of the team, or to tackle more challenging support issues.

Essential minimum qualification on entry

- Experience of delivering technical support services within a multi-department enterprise.
- At least 2 years of support experience working with Microsoft Dynamics NAV or D365 Business Central.
- Strong written and verbal communication skills.
- Experience with 1st & 2nd line support.
- Ability to undertake an ITIL service management foundation certificate or other appropriate IT qualification.

Additional essential criteria or considerations

- To work based on 5 days in 7 to provide support on a scheduled basis for key National Gallery/National Gallery Global systems required to be operational 7 days a week.
- Some flexibility in work start and end time may be required on occasion to deliver changes or emergency fixes.
- To value and respect colleagues and members of the public, regardless of their background, and promote a positive environment which supports equality and diversity.
- To cooperate and contribute to measures introduced by the Gallery to ensure equality of opportunity and encourage diversity.

SUMMARY OF TERMS AND CONDITIONS OF EMPLOYMENT

Senior IS Support Officer

Contract

Permanent, working full time hours of 35 per week.
This post is on the Gallery's Band D. The salary is £38,286 per annum.

Pay review

Pay increases are dependent upon government public sector pay policy and affordability, and the Gallery's pay settlement arrangements. The following are for employee status:

- Occupational defined benefit scheme (Civil Service Alpha, details available through the Civil Service website); transfer from another Civil Service employer with an existing scheme (e.g. Classic) will be recognised.
- Annual leave entitlement begins at 241.5 hours pro rata (inc. Public and privilege holidays), rising to 276.5 hours (inclusive) at five year's service.
- Flexible benefits from one month's service, including discounts, holiday trading, cycle to work and other benefits which vary from time to time according to availability via the Gallery's palette scheme.
- Flexible working arrangements to suit.
- Participation in the reciprocal arrangement between cultural institutions for free entry.
- Employee discount in the Gallery's retail and catering outlets, as well as several outlets in the vicinity of Trafalgar Square.
- Free tickets to Gallery exhibitions, up to four to share with friends and family.
- Employee Assistance Programme and Occupational Health, including annual flu vaccination, subject to availability.



Happy To Talk
Flexible Working

HOW TO APPLY

It is important to complete all sections of our application form in order to ensure that we have all the information necessary to consider you for the job you are applying for. There are a number of sections to complete before submitting your application. However, you can save your application form at any stage and return at any time prior to the closing date to complete.

If you have any questions on the information you should provide, or have any difficulties completing the form, please contact the Human Resources Department at recruitment@nationalgallery.org.uk.

Employment & Academic History

Due to the value of our collection the Gallery undertakes extensive pre-employment screening, including a criminal record check. As part of our security screening process we need to account for all of your time over the past 3/5* years and will verify the information provided. However we are interested in all of your relevant work experience so please provide us with your career history.

Application Questions

In this section you should outline how your skills, knowledge and experience match the numbered essential requirements of the post, as set out in the role profile. The numbered essential role criterion shows you the skills and attributes which are necessary to carry out the responsibilities of the job and will be used to shortlist candidates for interview.

Shortlisting

The National Gallery operates name free recruitment, which means an applicant's name and personal details are not visible to recruiting managers in the shortlisting process. By removing the applicant's name and other personal information, such as their ethnicity or the university they attended, we aim to ensure that people will be judged on merit and not on their background, race or gender

* Dependant on role

Selection

For some roles at the Gallery we will ask you to complete a variety of selection activities to allow you to demonstrate your abilities and suitability for the post. These may include ability tests, personality questionnaires, work simulation exercises, interviews, etc. Details of the specific activities will be advised to you as part of the process.

Equal Opportunities Monitoring

The Gallery is committed to equal opportunities for all job applicants and employees. Our policy is that no job applicant or employee should receive less favourable treatment than another on grounds of gender (including gender reassignment), sexual orientation, marital or family status, civil partnership status, race, colour, nationality, ethnic or national origins, religion or similar belief, disability, age or trade union membership or any other condition or requirement which cannot be shown to be justifiable.

Information you provide such as ethnic origin, gender and disability will be used solely for monitoring purposes and identifiable information will not be disclosed.