

**SOMERSET
HOUSE**

SOMERSET HOUSE TRUST

JOB INFORMATION PACK





Grada Kilomba, O Barco/The Boat, 2022

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| Role: | Senior Support Analyst |
| Department: | IT |
| Reports to: | Service Desk Manager |
| Contract Type: | Permanent, Full time |
| Salary: | From: £38,000, plus 8% pension employer contributions |
| Working hours: | Monday – Friday (37.5 hours per week) on a shift pattern. Responsibilities of the role may occasionally require work outside of normal working hours, including evenings and weekends. |

Somerset House

Somerset House is the home of cultural innovators, sitting at the meeting point of artistic and social practice. We host the UK's largest and most exciting creative community right in the heart of London.

We welcome 3 million annual visitors to share our unique combination of cultural events, the creative industries and history. It is this mix that informs and powers our programme and our organisational culture, making us a singular, compelling and inclusive place to visit and work.

Somerset House pursues a spirit of 'Step Inside, Think Outside' for everyone, regardless of age, stage or background. It is a place to escape the comfort zone in the safest way. It freshens minds, eyes and the world at large.

Somerset House is actively anti-racist, you can read about our Anti-Racism Pledge and the action we're taking [here](#). We are working hard to ensure our people, our onsite community and our sector reflect, represent and include all of society. Somerset House Trust is an equal opportunities employer and is committed to championing equality, diversity and inclusion in our workplace, so if you're a suitably qualified applicant we encourage your application whatever your age, disability, gender, gender identity, race, religion or belief, sexual orientation or socio-economic background.



About the Role

Working within the IT Department, the Senior Support Analyst is the primary resource responsible for advanced 3rd line support of our systems, infrastructure, and networks. This covers both troubleshooting complex issues as they arise, as well as handling system implementations, maintenance, and configuration changes. You will help to ensure our IT services to our residents, members, and the Trust staff, are of the highest quality. In particular you will be responsible for the management of the broader Somerset House wired and wireless networks, resolving network issues, configuring switching, routing, and firewalls. You will lead on the provisioning of IT infrastructure for events and be responsible for the onboarding and continued service delivery of IT and communications services in resident offices and member spaces.

You will work across a range of technologies and systems, from desktops to server to SaaS, maintaining ownership of support cases and project work from start to finish. Additionally, the role will participate in the implementation of various IT solutions and projects as we work to improve our digital capabilities.

Key responsibilities

- Advanced management, maintenance, and configurations of our large site wide network, and to be the point of escalation when there is a service delivery issue. The Cisco Meraki network consists of over 6,500 wired data ports, 335 wireless APs, 179 switches, and carries up to 7,000 clients a day.
- Advanced management, maintenance, and configurations of our additional infrastructure including our on-premises server estate, hybrid Active Directory, Microsoft 365 tenant, and various SaaS solutions.
- Plan and configure complex IT connectivity and other services (including wired connections, wireless connections, and VoIP telephony) across all tenanted spaces, including those areas occupied by the Trust.
- Plan and configure complex IT connectivity and other services (including wired connections, wireless connections, and VoIP telephony) across all event spaces as required by specific event requirements. This includes large scale public events run by the Trust with up to 3,000 audience members, and private hire events from our commercial events clients.
- Deal with and resolve escalations from the Support Analysts for residents, members, event partners, and Trust IT support issues and requests, ensuring that services are provided to the agreed standards.

- Resolve all reported IT issues in a professional and timely manner, documenting all activity on the service desk ticketing system, conforming to SLAs, and adjusting priorities to deal with urgent issues and requests.
- Where appropriate, escalate issues to external vendors as required and monitor the escalation to ensure satisfactory resolution. Escalations to external vendors are rare and it is expected that almost all cases would be resolved inhouse.
- Monitor and manage ticket queues, alerts, automated tickets, and perform daily checks on various systems as required.
- Research, project manage, and implement new solutions, security features, adaptations, and upgrades to IT services, working closely with colleagues to advise on changes for all future developments. Ensure that technical solutions are clearly defined and documented for the requirements of the intended client base.
- Hand over projects in a timely manner, with all operating and maintenance documentation in place.
- Undertake the training of others as required and document any processes or systems that are out of date or currently do not have documentation.
- Participate in the procurement of IT services, hardware, and software, providing specifications and contributing to tender documentation.
- Familiarise yourself with existing systems, processes, and policies, and look to improve these wherever possible. Create and update IT and related documentation to allow retention and sharing of knowledge within the team and the Trust.
- Participate as a team player in the support of colleagues within the department and across the Trust's operations.
- Where required by key live events, exhibitions, and regular system maintenance taking place at Somerset House, to be able to shift working hours and days to provide support coverage.
- Undertake other duties that may be asked of you from time to time.

The Person

Skills and experience

We are looking for someone who has:

- 3rd line level networking concepts and hands-on management including VLAN, IP, DNS, DHCP, Firewall ACLs, routing, RADIUS, NAT.
- 3rd line level of Windows Server, Active Directory, Group Policy, Microsoft Hyper-V, Mimecast, Office 365, and Azure, including line support and configuration.
- 3rd line level, supporting and installing standard productivity applications (Office 365, Teams, OneDrive, Adobe, AutoCAD, and various SaaS solutions) and operating systems (Windows 10/11, Windows Server 2012/2016/2019/2022, some Mac OS)
- Supporting desktop hardware (primarily Dell laptops) and mobile devices (iOS and Android mobile phones and tablets).

Experience

- Cyber security concepts and best practice, including Multi Factor Authentication, phishing, ransomware, passwords, firewalls, social engineering.
- Working in an IT service desk or team, ideally within a serviced/managed office environment.
- ITIL Foundation certification, Cisco or Cisco Meraki, and technical Microsoft qualifications are desirable.

- Exceptional knowledge of network infrastructure, both wired and wireless.
- IT solution implementation skills across multiple technologies, from the initial proof of concept to the final solution delivery and signoff.
- Strong communication skills with the flexibility to deal with a varied customer base.
- Coaching or training end users in technical expertise.
- Knowledge of VoIP telephony.
- Knowledge of spam filtering software and configuring policies
- Knowledge of system backups, for example Microsoft Azure Backup Service.
- Skills in supporting a range of specific solutions are desirable, including hypervisors (Hyper-V), Cisco Meraki, Mimecast, Bitdefender, AlienVault SIEM, PaperCut, PRTG, Jira, EPOS systems, PDQ Deploy, Access Finance, Nexodus, Priava or similar events management software, and Tessitura.

Skills

How to Apply

Please submit your CV and a cover letter via our online application process by the closing date.

Your cover letter should include:

- Why you are interested in the role
- What makes you a good fit for the role (please refer to person specification)

To access the application form please visit: <https://www.somersetshouse.org.uk/jobs>

If you require any adjustments or would like to discuss submitting your application in a different format, please contact us at jobs@somersetshouse.org.uk.

