

**Job Title:** IT Technician  
**Date:** February 2024  
**Accountable to:** Head of IT  
**Location:** Albemarle Street, Central London, with occasional remote working  
**Contract type:** Permanent, part-time (2 days per week, 0.4 FTE)  
**Salary:** £29k - £31k FTE (35 hours) Pro rata

### Job Purpose

To support the Head of IT to maintain various IT systems and services, with a focus on Office 365, GDPR compliance, and cybersecurity.

### Main responsibilities of the role

- Provide first-line support for users' IT issues
- Set up hardware and accounts for new starters
- Re-purpose hardware and close accounts when staff leave
- Test new equipment and services
- Work with the Head of IT to apply patches and tests to ensure our systems are secure and up-to-date
- Monitor network performance
- Champion good practice in IT use across the organisation
- Assist in the setup, configuration, and maintenance of Office 365 applications and services
- Assist in monitoring the organization's network and systems for security threats and incidents
- Assist with basic Salesforce Admin tasks

### General responsibilities applicable to all staff

- Understand and support the Ri strategy including the Ri vision, mission and aims
- Promote the Ri values and encourage team working and effective communication with colleagues.
- Help achieve EDIA goals across the organisation and promote diversity and inclusion at the Ri
- Act as a representative of the Ri and deal with Ri customers, stakeholders and the public in a professional manner
- Comply with Ri financial and other policies and practices as applicable including Health & Safety, Safeguarding and GDPR.
- Undertake other responsibilities as may be reasonably requested of your post.

<b>Skills, experience and knowledge</b>	
Essential (E) Desirable (D)	
At least one year's experience of working or volunteering in a professional IT role	E
Good technical knowledge of Office 365 Administration	E
Good technical knowledge of Microsoft Azure and Intune	E
Some knowledge of CRM systems, ideally Salesforce	E
Network configuration experience	D
Experience of working in the charity, museums or cultural sector	D
Good customer service skills	E
Good written and verbal communication skills	E
<b>Qualifications</b>	
Level 3 qualification (e.g. A-level) in IT or a related subject or demonstrable equivalent experience	E
<b>Personal Attributes</b>	
Excellent interpersonal skills with proven ability to work collaboratively	E
Ability to find pragmatic solutions, seek improvements, and adapt to changing situations	E
Positive "can do" attitude and willingness to support others where needed	E
Ability to multi-task and work in a fast-paced environment	E
Committed to the principles of diversity and inclusion	E
An understanding of the Ri's mission and activities	E

**Notes:**

This job description will be subject to review in the light of changing circumstances and is not intended to be rigid or inflexible but should be regarded as providing guidelines and accountabilities within which the individual works.