

**IT SUPPORT ENGINEER****Purpose**

To support the delivery of all IT related areas of the Shaftesbury Theatre which includes; the network infrastructure, VOIP phone system, backstage Wi-Fi provision, Zonal Epos system, Digital Display Signage, Audience Wi-Fi provision, CCTV System, Box Office ticketing system hardware and general office IT hardware and software support. In addition, provide general IT support to our sister company DLT's nearby office at Bedford Square.

The postholder reports to the Operations Director, concerning all matters.

**Duties**

- To provide a thorough and efficient IT support service to the Theatre staff as well as staff at Bedford Square.
- To be the first point of contact for IT troubleshooting for staff at both the Theatre and Bedford Square.
- To occasionally provide out of hours support to both the Shaftesbury Theatre and Bedford Square to a level to be agreed in conjunction with the Operations Director.
- To help maintain the security of Company data, network access and backup systems.
- To suggest and research changes or potential upgrades to the various IT systems in order to improve either the security, efficiency or resilience of those systems.
- To work in close liaison with the Operations Director in managing and delivering any IT requirements of each production and others who hire the Theatre.
- To assist with the provision and development of the IT infrastructure at the Bedford Square Offices.
- To assist in the set up and provision of IT services, including presentation equipment, required by third party hirers.
- To carry out regular maintenance inspections of the building's IT infrastructure to ensure maintenance regimes are followed and all IT areas of the Theatre are of the highest standard.
- To help manage all IT equipment to allow the efficient operation of the IT requirements of all the Theatre's departments. Ensuring adherence to operational procedures, effective routine maintenance and implementation of any agreed programme of replacement.
- To work on any special projects as identified by the Senior Management team.
- To comply with the Company's Electronic Communications and Data Protection policies.
- To support the Theatre's communication objectives by sharing information with colleagues as appropriate whilst respecting confidentiality so that you and your colleagues have all the information you need to perform your duties effectively.
- To comply with Company's Equal Opportunities and Health and Safety Policies at all times.

## **Person Specification**

### Essential

- Comp TIA A+ Certification
- Excellent IT skills including a thorough understanding of Microsoft Windows and Office systems
- Previous experience of using Apple macOS.
- The ability to work to tight deadlines
- The ability to communicate effectively at all levels
- The ability to work under pressure
- Analytical thinking skills
- Good attention to detail
- A flexible attitude to working patterns

### Desirable

- Good social skills
- The ability to take initiative
- Previous IT Network infrastructure maintenance experience
- Knowledge of Zonal Epos system
- Knowledge of NLive Box Office system
- A Microsoft Solutions Associate certification or equivalent
- To be a team player
- A passion for Theatre

40 hours/week, £32,000

The closing date for applications is 17th March.