Post: Commercial Systems Support Engineer
Reference: TG2233
Band: 5L
Department: Membership & Ticketing Services
Contract: Permanent
Hours: Full-time or part-time 4 or 5 days a week, including working on Saturdays
                    and Sundays
Reporting to: Senior Commercial Systems Manager
Location: Millbank and Bankside, London

Background

Tate's vision is to serve as artistically adventurous and culturally inclusive art museums for the UK and the world. We deliver this through activities in our four galleries across the UK (Tate Liverpool, Tate St Ives, Tate Britain and Tate Modern), our digital platforms and collaborations with our national and international partners. At the heart of Tate is our collection of art, which includes British art from the 16th century to the present day, and international modern art from 1900 to the present day.

Tate's Membership & Ticketing Services team is responsible for Tate's ticketing, membership and group tours sales and customer service functions, as well as consolidated e-commerce with online retail and catering. The team is part of the wider Audiences Division, which works to drive audience reach, revenue and reputation, providing an outstanding experience across every part of the visitor journey.

The team works across Tate Modern and Tate Britain, as well as the central contact centre and digital functions, and provides strategic advice, guidance and support to Tate Liverpool and Tate St Ives colleagues to connect the experience cross-site.

We operate seven days a week, including Friday and Saturday at Tate Modern until 22.00, and our activities rely on several business-critical systems including Enta, Salesforce Commerce Cloud, and our telephone systems. We have recently developed an integrated E-Commerce platform, which includes e-ticketing and a consolidated merchandise shopping basket, alongside a business data and single view of customer capability.

You can find further information about Tate on our website: www.tate.org.uk

Purpose of the Job

To provide high-quality specialist technical support to the Membership & Ticketing Services team, resolving hardware and software issues with our business-critical commercial systems.

Main Activities/Responsibilities

- Provide first point of contact and technical support for all commercial systems hardware and software queries.
- Respond to and resolve incidents and service requests relating to commercial systems.
- Work to proactively ensure that all commercial systems provide an efficient and reliable service.
- Provide support coverage at weekends in order to ensure continuity of service to the Membership & Ticketing Services team across Tate's seven-day-a-week operation.
- Monitor the performance of ticket and membership barcode scanners and scan services, resolving issues as they arise.
- Engage with Tate's Technology department, service engineers, external suppliers and other stakeholders across the organisation on hardware and software issues, including repairs, network and server issues, to agree appropriate timescales for fixes and implement solutions.
- Undertake and support testing and upgrades or systems through consultation with line manager, other Tate project managers and external contractors.
- Configure and deploy new IT equipment as necessary.
- Administer user accounts and group memberships for Enta, ensuring that new starters and leavers have accounts created and removed in a timely fashion.
- Maintain the Membership & Ticketing Services team's hardware inventory and ensure it is kept up to date.
- Produce clear technical documentation for Tate's commercial systems.
- Support Tate Liverpool and Tate St Ives with their use of Enta and related applications, and travel to these sites to provide field support on an ad hoc basis.
- Work on projects relating to Enta involving other Tate departments, in consultation with line manager.
- Comply with Tate IT Security Policies and monitor the configuration of equipment and the behaviour of users for possible breaches of security.

Person Specification

Essential

- Experience of providing an IT technical support service within a large and dispersed organisation.
- Thorough knowledge of PC hardware and common peripherals.
- Working knowledge of database architecture and SQL.
- Working knowledge of networking principles.
- Experience of writing technical specification documents, and documenting systems.
- Experience of the deployment of software patches and upgrades.
- Thorough knowledge of Microsoft Windows and Microsoft Office.
- A methodical approach to problem solving.
- Good prioritisation and time management skills with the ability to work under pressure.
- Organised and motivated with the ability to work both in a team and on own initiative.
- Excellent written and verbal communication skills.
- Ability to work across teams and to communicate and build relationships with colleagues who may have little or no technical skills.
- Commitment to a high standard of customer service.

- Ability to work collaboratively with a diverse range of colleagues and treat all colleagues with dignity and respect.
- Interest in and commitment to the work of Tate.

Desirable

- Experience supporting Enta or similar ticketing and membership systems.
- Experience supporting business-critical customer-facing applications.
- Experience of Microsoft SQL Server administration.
- Understanding of the principles of PCI DSS and/or GDPR compliance.
- Experience in a technical testing and development role.

Summary of Terms and Conditions of Employment

Type of Contract

This appointment is offered on a permanent contract.

Working Hours

This role will be appointed as either a four- or five-day week, to be agreed in discussion with the successful candidate. The expectation is that two of these days will be Saturday and Sunday, in order to provide support coverage for the Membership & Ticketing Services team seven days a week.

Core working hours will be 09.30 – 18.00. Occasional early morning and evening hours will be required to support the needs of the business, e.g. for software upgrades and hardware moves, or to provide support for key out-of-hours events.

Salary

This post is graded on Band 5L of the Tate pay scales.

Full time – 5 days per week:
An appointment to this post will be made at the minimum of the band at £22,450 per annum.

In addition, this post will attract a market rate allowance of £3,000 per annum.

Part time – 4 days per week:
Accordingly, the starting salary for this post will be £17,960 per annum (ie pro rata to the full-time equivalent of £22,450 per annum).

In addition, this post will attract a market rate allowance of £2,400 per annum, (ie pro rata to the full-time equivalent of £3,000 per annum.

A review of pay is undertaken annually at Tate through negotiation with the recognised trade unions. Any increases to individual salaries, will be subject to the terms of Tate's annual pay settlement and will be applied from 1 April.

Annual Leave and Public Holidays

Annual leave is 25 working days per annum rising to 27 working days per annum after three years' service. In addition, we offer paid time off for the 8 public holidays and 1 Tate day (on 24 December when the galleries are closed).

Pension Benefits

An important part of the pay and reward package Tate offers employees is the option to join the Civil Service Pension arrangements. These arrangements currently offer a choice of two types of pension:

- **Alpha**. This is a defined benefit occupational pension scheme that currently has a member contribution rate which ranges from 4.6%-8.05% dependent on your salary. As your employer we meet the rest of the cost of the scheme. Further information about this can be found at www.civilservicepensionscheme.org.uk
- **Partnership** pension account. This is a stakeholder pension with a contribution from ourselves. How much we pay is based on your age. We pay this regardless of whether you choose to contribute anything. You do not have to contribute but, if you do, we will also match your contributions up to 3% of your pensionable earnings. The contributions are in addition to the age-related contribution mentioned above.

If you have previously worked for an employer who participated in the Civil Service Pension scheme or other Public Service pension schemes different conditions may apply.

Other Discretionary Benefits

- Interest-free Season Ticket Loan.
- Cycle to Work scheme – enabling you to buy a bike in a tax efficient way, for travelling to and from work.
- Rental deposit scheme – an interest free advance to help towards the cost of a deposit for privately rented accommodation
- Subsidised staff catering arrangements and discounts in the Tate Restaurants and Cafes.
- Access to Tate Benefits which offers access to discounts in high street stores.
- Access to a 24/7 Employee Assistance Programme to support you with any work, personal or family issues. This includes telephone-based support, as well as comprehensive online resources.
- Free entry to paying exhibitions at Tate Galleries. Opportunities for family and friends to visit the major exhibitions out–of-hours.
- Discounts on items purchased in the Tate shops.
- Free access to a number of other galleries and museums throughout the UK on production of a valid staff pass.

Safer Recruitment

Tate is committed to providing a safe environment for all those who work at Tate and all those who come into contact with Tate as visitors to the galleries, as participants in Tate activities, and online. The safe recruitment of all those who undertake work on behalf of Tate is the first step to ensuring that we are fulfilling this commitment.

All positions at Tate are offered subject to the following conditions:

- Receipt of satisfactory references covering the last 3 years of your employment or education.
- Health clearance
- A satisfactory Disclosure Check
- Proof that you are legally entitled to work in the UK

You can find out more information about our pre-employment checks and what they mean for you in our 'Guidance Notes for Applicants' document.

Diversity and Inclusion

Our aim is to become a truly inclusive organisation with a workforce and audience as diverse as the communities we serve. This is fundamental to Tate's future success and our ability to continue to contribute to culture and society in the UK.

We want our workforce to be more representative of all sections of society at all levels in the organisation. The range of perspectives and experience diversity brings is an asset to our organisation and we want to create an inclusive, welcoming environment for visitors, artists and all those who work at Tate. Tate expects all employees to contribute to this aim as part of their role. More information about diversity and inclusion at Tate can be found on our website.

How to apply

Our opportunities are open for you to apply online. Please visit: www.tate.org.uk/about/workingattate/ to create an account by registering your details or, if you are an existing user, log into your account. For all opportunities we ask candidates to complete an online application form for the vacancy they are interested in. If you need an application form in an alternative format, please call us on 020 7887 4997. Once you have submitted your application you can keep track of its progress by logging into your account.

The closing date for the submission of completed application forms is **Sunday, 31 March 2019 at midnight.**

Our jobs are like our galleries, open to all.