



Job description

Job title	Senior IT Engineer
Department	Technology
Contract	Permanent, Full-time
Salary	£43,541 per annum (inclusive of £1,700 weekend working allowance and £3,660 market premium allowance)
Hours	36 hours per week
Location	Tate Britain, Millbank, London Tate Modern, Bankside, London Tate Liverpool, Royal Albert Dock Tate St Ives, Cornwall
Reporting to	Service Desk Manager

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 the national collection of British art from the 16th century to the present day, and international modern and contemporary art from 1900 to the present day, spanning all continents. We seek to expand access to the collection and deepen understanding of art in all its diversity.

Tate is a leading global institution, and we influence critical thinking about art practice. Tate is committed to maintaining free entry for audiences to our collections. We see access to art for everyone as a universal human right and we see our galleries as sites of creative learning. We want to champion the importance of making art and encourage people to explore the many ways in which art is created and develop their own creative potential.

We want to welcome audiences that better reflect the towns and cities in our nation and attract a diverse international public. Our reach is already powerful. We intend to increase its impact across society, with art that resonates around the world.

Everyone who works at Tate has a role to play in achieving these goals. We offer exciting work built around our love for art, and have a strong commitment to equality, diversity and inclusion, with the aim to have our workforce and audience as diverse as the communities we serve. And everything we do is only possible thanks to our fantastic colleagues, who really know their stuff, support each other and want to do the best for our audiences.

We hope you will consider joining our team.

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

About the role

Tate is offering a unique and exciting placement opportunity in our Technology Team. The Senior IT Engineer role at Tate involves responding to and resolving incidents and service requests, diagnosing and resolving issues in Tate's IT infrastructure, and configuring and deploying new IT equipment to meet established standards, while collaborating with IT engineers and the Service Desk manager to ensure efficient operations.

About your team

Tate's Technology department provides information technology, services and telephony to over 1000 internal users at Tate and supports the in-gallery visitor experience operations 7 days per week and various audience digital platforms. Services are delivered across the 4 main gallery sites (Tate Modern, Tate Britain, Tate St Ives and Tate Liverpool) along with 2 further UK based office/art storage sites. Furthermore, some infrastructure services are provided to Tate Enterprises, our commercial arm which operates retail shops in-gallery along with Tate Catering. The department also includes an Audio-Visual services team who support media-based art installations, corporate events and internal audio-visual service provision.

The IS Operations team is responsible for customer service, operations and change management. This post will sit within the Second Line team, delivering a high-quality support service to internal customers at Tate.

What you will do

- Respond to and resolve incidents and service requests assigned to you by the Service Desk so that the service levels in our Technology Service Catalogue are met.
- Diagnose and resolve problems identified in Tate's IT infrastructure, including desktop equipment, servers and network cabling and data switches.
- Configure and deploy new IT equipment to meet the standards described in the Service Configuration Knowledge-base and other documentation. For example, new PC and Apple Mac computers, printers, other peripherals, mobile and desk telephones, tablets, servers and network switches and wireless access points.
- Assist IT engineers with closing tasks and work with Service Desk manager to resolve complex issues.
- Observe the change-control procedures.
- Comply with Tate IT Security Policies in your own work and monitor the configuration of equipment and the behaviour of users for possible breaches of IT security.
- Systematically monitor the performance of the IT Infrastructure against the service levels in the IS service catalogue.
- Responsible for ensuring that the physical environments in which technology is housed onsite - data centres, data closets, workshops and store rooms - are clean and are kept in an orderly fashion.
- Correct errors and omissions in the Service Configuration Knowledge-base.
- Provide an emergency service desk function at weekends on a rota basis and also when service desk staffing levels are low.
- Provide support at Tate Britain and Tate Modern on a rota basis.
- Travel to Tate Liverpool and Tate St Ives to provide field support on a rota basis.

- Lead IT engineer onsite for business contact and escalation of IT incidents and requests.
- Responsible for current onsite 'Incident & Problem Management.'
- Responsible for providing current onsite incident and request oversight, enabling better 'site specific' service provisioning.
- Provide cover for Service Desk Manager during their absence.

What you will bring to the team

- Experience of providing an IT technical support service within a large and dispersed organisation.
- Understanding of the following ITIL processes: Service Request Management and Incident Management.
- A methodical approach to problem solving.
- In-depth knowledge of Microsoft, Windows 10, Azure, Office 365, and Active Directory.
- Thorough knowledge of PC and printer hardware and experience of fitting components, e.g., network cards, disk drives and so forth.
- Good knowledge of: Windows, OSX, TCP/IP, network principles (including firewalls, routers, and switches).
- Experience of supporting mobile/smart and fixed telephones and tablets.
- Experience of installing and using Intune or other MDM solutions
- Commitment to a high standard of customer service.
- Excellent communication skills with the ability to be supportive of a diverse range of colleagues in other departments who have little or no technical knowledge.
- Interest in and commitment to the work of Tate.
- You will champion principles of diversity and inclusion, and have the ability to apply and promote these in everything you do at work.

The requirements listed here are guidelines, not hard and fast rules. You don't have to satisfy every requirement and we welcome candidates who bring transferable skills. Applying gives you the opportunity to be considered.

Tate for all

Diversity and Inclusion

Our jobs are like our galleries, open to all.

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](#).

Our Values

- **Open:** we're welcoming, generous-spirited and inquisitive, with an open-source attitude that thrives on collaboration.
- **Bold:** we have the courage of our convictions, we're willing to take imaginative risks: we aren't afraid of failure - so long as we learn from it.
- **Rigorous:** we'll win people's trust if we're accountable for our actions and excellence underpins everything we do.
- **Kind:** we value and respect each other, our partners, and our visitors, striving to make every encounter memorable and enriching.

Benefits

- Birthdays off each year
- 25 days leave per year, rising to 27 (pro rata for part time colleagues).
- A pension scheme with generous employer contributions.
- Life Assurance and Income Protection for DC scheme members.
- 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.
- Free access to other galleries and museums abroad through the International Council of Museums (ICOM) membership

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.

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 21 May 2024 by midnight.

Where vacancies attract large volumes of applicants, we reserve the right to close this vacancy early. Therefore, if you are interested, please try to submit your application as early as possible.

