



Post: IS Technical Architect
Reference: TG1952
Band: 4L
Department: Technology
Contract: Permanent
Hours: Full-time
Reporting to: Head of Technology and Architecture
Location: Millbank, London

Background

Our vision is to act as a champion for art in society. We do 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 Technology department provides information technology, services and telephony to over 1000 internal users at Tate, and also 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.

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

Purpose of the Job

To assist the Head of Technology and Architecture and team of Architects provide third line support as well as manage and implement changes to Tate data and voice infrastructure.

Main Activities/Responsibilities

- Assist in the research of technical solutions to meet project/programme objectives.
- Make changes to the live IT and test environment to meet services levels, comply with Tate policies, achieve regulatory compliance and achieve project/programme objectives.
- Install or reconfigure data and voice communications hardware and server-based software and services.
- Install new and upgraded application software published or streamed from servers.
- Install new network cabling.
- Negotiate the release and deployment of changes through the Change Advisory Board.
- Communicate changes to stakeholders and maintain a calendar of scheduled changes.

- Amend and update documentation located on the Service Configuration Knowledge-base to reflect changes.
- Formally hand over new and changed systems to Head of Service Delivery so that they can be supported effectively.
- Provide support to the operations team for third line escalated incidents.

To be able to undertake these activities and responsibilities you will need experience in the following:

Network Management

- Analysis and monitoring tools for enterprise networks (Including Nagios, Solorwinds, Sflow and Netflow, Cacti).
- Configuration of data networking equipment including routers, switches, firewalls, wireless controllers, captive portals etc. (e.g. Cisco, Brocade, HP, 3Com, H3C, Meru, Juniper).
- Management of data and voice WAN services.
- Wireless Networks Configuration and Management.
- Network security (with knowledge of PCI DSS, Cyber Essentials and data protection in particular) and access controls (e.g. Packetfence)
- Managing multiple Virtual LANs.

Server Management

- Linux and Windows server operating systems (RHEL, Windows 2003-2016).
- Domain Services administration (DNS, Group Policy, DHCP, Active Directory services, certificate authority and certificate, management including SSL, Network Policy Services, file services, Mobile Device Management, MS SQL, OpenLDAP,).
- Web hosting technologies (e.g. IIS, Apache, Tomcat, MySQL).
- Configuration of virtual and physical data servers (including VMware, Hyper-V, HP, IBM).
- Configuration of virtual and physical application services, streamed and (Terminal Services, Citrix, vWorkspace, VMware, App-V).
- MS-Exchange 2013 and O365 administration, support and troubleshooting.

Voice and Telecoms

- Telephone PBX administration, telecoms supplier management.
- Call-centre telephone queue management systems.
- VOIP technologies (Unify OpenScape Voice).

Desktop Management

- Windows 7-10, Mac OS.
- PC Hardware & peripherals.
- VOIP handsets
- Tablet and other mobile devices (iPad's, iPods, Android and Apple Smartphones, Surface Pro's).

Person Specification

Essential

- Experience of installing and managing a diverse range of IT technologies, which should include a majority of the following: network management, server management, voice and telecoms and desktop management.

- Knowledge of network security and access controls (including PCI DSS compliance, Cyber Essentials certification and data protection regulations).
- Knowledge of ITIL Practices, in particular change management and control procedures.
- Highly organized, flexible and motivated with an ability to work both in a team and on own initiative.
- Excellent prioritisation and time management skills with ability to meet project deadlines.
- Ability to work flexibly and successfully across teams and build relationships at all levels including excellent interpersonal skills and evidence of ability to influence decision-making.
- Knowledge of ITIL Practices, in particular change control procedures.
- Excellent written and verbal communication skills, IT and Microsoft office skills.
- Substantial experience of installing and managing a diverse range of IT technologies, which should include a majority of the following: network management, server management, voice and telecoms and desktop management.
- Experience and understanding of modern project management principles (Prince 2).
- Ability to work collaboratively within a diverse team and treat all colleagues with dignity and respect.
- Understanding of the principles of equality and diversity and the ability to apply and promote these in practice at work.
- Interest in and commitment to the work of Tate.

Desirable

- Able to take responsibility for technical delivery.
- IT Infrastructure Library (ITIL) v3 Foundation accreditation.
- Cisco Certified Network Associate (CCNA).
- Microsoft Certified Systems Engineer (MCSE).
- CompTIA A+
- CompTIA Network +

Summary of Terms and Conditions of Employment

Type of Contract

This appointment is offered on a permanent contract.

Working Hours

This post is offered on a full-time contract working 36 hours per week – Monday to Friday. The role involves working out of hours and weekend work expected as required to support implementations and changes that cannot take place during Tate operational hours.

Salary

This post is graded on Band 4L of the Tate pay scales.

An appointment to this post will be made at the minimum of the band at £25,269 per annum.

In addition, this post will attract a market rate allowance of £5,000 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.
- Childcare Vouchers Scheme – offering savings on tax and national insurance.
- 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 **23 April 2018 by midnight**.

Our jobs are like our galleries, open to all.

