



Post: IS Service Desk Analyst
Reference: TG2480
Band: 5L
Department: Technology
Contract: Permanent
Hours: Full-time
Reporting to: IS Service Desk Manager
Location: Millbank, 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 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.

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

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

Purpose of Job

To provide a high-quality support service to users of information and communications technology at all Tate sites.

Main Activities/Responsibilities

- Be responsible for the relationship between the IS Department and internal customers.
- Promptly answer the IT telephone help line and log calls completely and accurately in the help desk system. Set a priority for incidents according to the service levels describe in the IS Service Catalogue or set a deadline agreed with the customer for the fulfilment of a service request.
- Quickly resolve incidents that have a known solution or workaround and fulfil requests for access to standard IT services in the IS Service Catalogue.
- Assign calls that have no known solution or workaround to internal IT engineers. Retain oversight of the call and the responsibility for the relationship with the customer. Monitor

progress on open calls and ensure that the customer receives regular update reports. Close the call when you are satisfied the customer has received a satisfactory resolution.

- Alert IS managers whenever a call is going to breach the service level agreement in the IS Service Catalogue.
- Manage mobile telephone and smart device accounts, provide new handsets and tablets and manage access levels.
- Monitor report on telephone usage and investigate suspected abuse of the telephone system.
- Assist the procurement process for the department; Raise purchase orders, manage the receipt of goods and prepare invoices for authorisation.
- Maintain the inventory of mobile and smart device equipment and software media.
- Provide cover for 2nd line activities and responsibilities when required.

Person Specification

Essential

- Previous work experience in a customer-facing role with experience using IT in an office environment.
- Good understanding of IT and telecommunications technology.
- A methodical approach to problem solving.
- Working knowledge of Microsoft, Office 365, Windows 10 and Active Directory.
- Working knowledge of PC, Mobile Device and printer hardware
- Experience of procurement and procurement best practices.
- Organised and motivated with an ability to work both in a team and on own initiative.
- Good prioritisation and time management skills with ability to work under pressure.
- Ability to work flexibly and successfully across teams and build relationships with customers including good interpersonal skills.
- Good written and verbal communication skills.
- 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.

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.

Salary

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

An appointment to this post will be made at the minimum of the band at £23,536 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 **17 November 2019 by midnight**.

Our jobs are like our galleries, open to all.

