



## IT Support Analyst

### About Sadler's Wells

Sadler's Wells is a world-leader in contemporary dance, commissioning and producing more dance than any other theatre in the world. At Sadler's Wells, people from all walks of life and backgrounds come to experience dance in an enormous variety of forms and styles - from tango to hip hop, ballet to flamenco, Bollywood to cutting-edge contemporary dance. Over half a million people come to our theatres in London each year, with many more enjoying our touring productions at partner venues across the UK and in cities around the world.

Dance has the ability to connect with people both intellectually and emotionally and Sadler's Wells' vision is for dance to reflect and shape contemporary culture. We want to make sure that dance continues to have something new to say but also that it continues to stimulate the way we think about the world around us. We have two ambitions over the next ten years: we want to rethink the way people create dance and we want to increase people's appetite for dance.

Sadler's Wells Theatre has been located in Islington since the 17<sup>th</sup> century. Our modern day theatre comprises a main auditorium (1,500 seats); the Lilian Baylis Studio (180 seats); three rehearsals studios; bars, a café, facilities for private and corporate entertaining and offices for Sadler's Wells' staff.

Our second theatre building and West End home, the Peacock Theatre (1,000 seats), is subject to a unique agreement whereby Sadler's Wells and the London School of Economics jointly manage it, with the LSE presenting its lectures to students during the day and Sadler's Wells presenting theatre at night.

### Future Plans

Plans are underway for the development of a fourth venue in the Queen Elizabeth Olympic Park, as part of the project known as 'Olympicopolis'. Sadler's Wells will occupy the Stratford Waterfront site, sitting opposite the London Aquatics Centre, alongside UAL's London College of Fashion and the V&A Museum.

The site will form part of a new culture and education quarter, which will also include a major new University College London (UCL) campus and have direct links to the creative communities already based in east London. Sadler's Wells' new space will house a 500-seat mid-scale theatre, as well as facilities for a Choreographic School and a Hip Hop Academy. A major fundraising campaign is being developed in order to realise both capital and revenue requirements and open the new theatre in 2021.

## **The Department**

The IT Department is responsible for the delivery and continuity of all IT operations within Sadler's Wells Theatre and The Peacock.

The IP converged Theatre infrastructure currently delivers on-line ticket sales as well as in-house Box Office services selling over 500,000 tickets a year in addition to administration and back-office functions.

Assured IT operational capability is central to the continued success of the Theatre.

## **The Role**

The principle role of the IT Support Analyst is to assist with first and second line support requests as logged on our helpdesk system, along with day-to-day maintenance and administration tasks in the department, which may include:

## **Key Accountabilities**

- General IT troubleshooting and administration
- Day-to-day administration of Active Directory, Microsoft Exchange, and Group Policy
- Installation of software, patches, updates and upgrades, including administration of automation tools such as Microsoft SCCM
- Phone troubleshooting including mobiles and fixed-line telephones
- Communicating with third party suppliers and maintenance companies
- Assisting with larger IT projects, such as PC roll-outs and OS upgrades
- Updating documentation, both for end-users and internal IT
- Assisting users with general office applications
- Recording and tracking IT assets loaned to staff (mobile phones, laptops, etc)
- Printer troubleshooting (paper jams, toner problems etc.)

- Ad-hoc user training and IT inductions for new staff
- Other duties that may be reasonably required
- To attend occasional staff meetings and training sessions which may take place outside normal working hours
- At all times to carry out duties and responsibilities with regard to Sadler's Wells' Equal Opportunities and Health and Safety Policies. This may include providing assistance with evacuation procedures or building searches in the event of an emergency at any Sadler's Wells' premise

*THIS JOB DESCRIPTION IS A GUIDE TO THE NATURE OF THE WORK REQUIRED OF THIS POSITION. IT IS NEITHER WHOLLY COMPREHENSIVE NOR RESTRICTIVE AND DOES NOT FORM PART OF THE CONTRACT OF EMPLOYMENT.*

## **Person specification**

This role requires a balance of technical knowledge and excellent communication skills, as a large part of the role will be helping and supporting end-users directly.

### **Essential**

- Prior experience in a similar helpdesk/desktop support role
- Familiarity with Microsoft Office applications, Active Directory, Group Policy, Microsoft Exchange and general networking principles (TCP/IP)
- Familiarity with remote working technologies (Microsoft Remote Desktop / RD Web Access) and mobile devices (iPhone, Android, Windows Phone)
- Good troubleshooting skills, i.e. being able to quickly identify the source of a problem and implement a solution
- Excellent documentation skills
- An excellent communicator who enjoys working with diverse groups, including business users, arts people, and IT suppliers
- A strong interest in technology in all its forms, and a desire to gain increased knowledge
- Ability to work consistently to short-notice deadlines
- Ability to work in a small and busy team
- Ability to work on own initiative and to triage/prioritise a list of demands

- Accuracy and an eye for detail

**Desirable**

- Knowledge of Mac OS
- Knowledge of or interest in dance or theatre

**Terms and conditions**

Salary £23,000 per annum plus benefits, based on 35 hours per week, plus an additional one hour paid meal break each day, worked over five out of six days each week, Monday to Saturday

You will be required to work alternate Saturdays

Annual leave entitlement is five weeks for each Holiday Year. If you complete five years' service with the Trust, your holiday entitlement will increase to 5.6 weeks per annum

If you are an eligible job holder, you will be automatically enrolled into Sadler's Wells Trust Ltd. pension scheme

The company offers interest-free season ticket loans

The company offers a childcare voucher salary sacrifice scheme

The company has a Death in Service insurance policy covering twice the annual salary

The company offers a Cycle to Work salary sacrifice scheme

The company encourages attendance of performances at both theatres with a discretionary allocation of tickets to employees (subject to availability)

## **Making an application**

A Job Description and Person Specification are included in this document. Read this carefully and if you are still interested in applying for the position shown above, please complete the online application form.

Further guidance on completing your application form can be found via the link below

**[Applying for vacancies at Sadler's Wells](#)**

Please note that although Sadler's Wells is accessible for staff as well as patrons and performers, we regret that access to the offices at The Peacock is very limited.

**Please submit the online application form by 11.59pm on Sunday 30 October 2016.  
Late applications will not be considered.**

**Interviews will take place week commencing Monday 31 October 2016.**

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