IT Infrastructure Manager

About Sadler's Wells

Sadler's Wells is a world-leading creative organisation, dedicated to presenting, producing and touring dance made today in all its forms. Sadler's Wells commissions, presents and produces more dance than any other theatre in the world – from tango to hip hop, ballet to flamenco, Bollywood to cutting-edge contemporary dance. With an innovative, year-round programme of performances and learning activities, this is the place where artists come together to create dance, and where we welcome everyone to experience dance and be inspired.

Our aim is to reflect and respond to the world through dance: enabling artists of all backgrounds to create dance that moves us and opens our minds; sharing those experiences with the widest possible audiences to enrich their lives and deepen their understanding of what it means to be human.

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. Sadler's Wells Theatre has been located in Islington since the 17th century. Our modern day theatre comprises a main auditorium (1,500 seats); the Lilian Baylis Studio (180 seats); three rehearsal 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 (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 east London's Queen Elizabeth Olympic Park. Sadler's Wells' new space will be located on the Stratford Waterfront site, 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 cultural and education district, 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 550-seat mid-scale theatre, as well as facilities for a choreographic centre and a hip hop academy, all planned to open at the end of 2022.

The Department

The Data & Systems department is led by the Director of Data & Systems, and is an expanded version of our previous IT Department.

The department will consist of:

- Director of Data & Systems
- IT Infrastructure Manager
- IT Service Delivery Manager
- 2 x IT Service Desk Analysts
- CRM Database Manager
- Data Insight Officer

We are a small collaborative team who aim to meet the requests from users, and we are always seeking to understand what they are trying to achieve, whilst delivering the appropriate tools.

We run the majority of our IT systems and infrastructure in-house (including our CRM system Tessitura), and are now in the process of migrating over to a hybrid Office 365 set-up.

As a team, we support around 200 users, with the majority split across three sites; Sadler's Wells on Rosebery Avenue (with an office space nearby), and the Peacock Theatre in Holborn. We support users working remotely (either on-tour, off-site, or from home) using a Remote Desktop system, but this is due to be migrated into Office 365.

We have also recently launched a new Digital Strategy to embrace digital ways of working.

The Role

The core role of the IT Infrastructure Manager is to ensure that the "back-end" systems (servers, networking, etc) are fit-for-purpose and continue to achieve high levels of availability, reliability and security; while ensuring that systems are developed and kept up-to-date to meet future demands.

The IT Infrastructure Manager will report to the Director of Data & Systems.

Key Responsibilities

- Managing "back-end" systems (servers and associated hardware, networking, WAN connectivity) across all Sadler's Wells sites

- Managing disaster recovery, data recovery and business continuity systems

- Providing “Tier 3” assistance to the IT Service Delivery Manager and/or IT Service Desk Analysts as required

- Assist with research into systems improvements and upgrades, and implementation of those chosen

- Assist with compliance of relevant legal requirements (PCI DSS, GDPR, etc)

- Use resource utilisation statistics to predict future growth and needs and make recommendations for capacity planning

- 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’ Equality, Diversity and Inclusion 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.

What we are looking for

The successful applicant will demonstrate the following skills, experience, and personal qualities:

Essential

- Experience in a similar role

- Excellent diagnostic and problem-solving skills

- Detailed technical knowledge of:

    - Server virtualisation and clustering (preferably Microsoft Hyper-V)
    - Layer 3 networking
    - VLAN management
    - Firewall management
    - Windows server OSs (2008 R2 – 2016)
    - Active Directory
    - Microsoft Exchange

- Excellent communicator with stakeholder management skills who can work with diverse groups, including business users, arts professionals and IT suppliers

- Excellent documentation skills
- Strong interest in technology in all its forms, and a desire to gain increased knowledge
- Ability to work consistently to short-notice deadlines within a small and busy team
- Ability to demonstrate initiative and to triage/prioritise a list of demands
- Ability to pay meticulous attention to detail and maintain accuracy

Desirable

- Knowledge of (or training) in ITIL processes
- Detailed technical knowledge of:
    - Microsoft DPM, Azure backup, Azure Site Recovery
    - Microsoft System Centre Configuration Manager & WSUS
    - HP ProCurve networking
    - SonicWall NSA firewalls & high-availability
    - Office 365 hybrid configurations
    - Artifax
    - Tessitura
    - SharePoint
    - Windows desktop OSs (7 – 10)
- Knowledge of Security Information and Event Management (SIEM) systems
- Experience in project management
- Knowledge of or interest in dance/theatre/performing arts

Terms and conditions

Salary circa £37,000 per annum, dependent on experience, based on working 35 hours per week, plus an additional paid meal break each day. Occasional evening and weekend work may be required.

Annual leave entitlement is 5 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 Cycle to Work salary sacrifice scheme

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

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 submit the online application form by 11.59pm on Sunday 31 March 2019. Late applications will not be considered.

Interviews will take place week commencing Monday 15 April 2019.

About Sadler's Wells

See what we do

Apply