JOB DESCRIPTION

Post Title: IT Support Officer

Salary: £23,500 Pro rata, (£13500 for a 60% contract)

Contract: Permanent (Subject to a 3-month Probationary period)

Hours: 24 per week – flexible to cover out of hours

Department: Resources

Reports to: IT Manager

ABOUT CHAPTER

• Chapter is an outstanding centre for contemporary arts and culture based in Cardiff.
• We are a hub for the production and presentation of world-class work that is accessible for all. The venue comprises theatres, cinemas, a gallery, rehearsal & hire spaces, an award-winning café bar and more than 50 studio spaces for artists and creative companies.
• Each year we present more than 2000 events and programmes which attract over 700,000 visitors to the centre.
• We’re committed to showing the best art, performance, and film from Wales, and from the world to the widest possible audience.
• Founded in 1971, Chapter is both a Charity and a Limited Company. Chapter (Cardiff) Ltd represents the Charity, while Chapter (Trading) Ltd is a wholly owned subsidiary of Chapter Cardiff through which we run the café bar.
• The Chapter group is not for profit and is funded through a mix of earned income from ticket sales, café bar, hires and rents alongside funding from organisations such as the Arts Council of Wales, the British Film Institute and Welsh Government.
• Chapter Group employs about 80 people and has a turnover of c.£3.5 million per year. The café Bar has a turnover of c.£1.7 million per annum.
• We are employee focused, through our benefits, policies and practices, and are proud to be a Real Living Wage Employer.
PURPOSE OF THE POST

This is an exciting opportunity for someone with a keen interest in pursuing a career within IT and working in a dynamic arts venue.

This is a cross departmental role within the organisation working with Chapter’s IT Manager providing first-line support for IT systems that enable the smooth running of the organisation.

Working to the direction of the IT Manager and supporting organisational needs as required.

IT SUPPORT: OVERVIEW

- Provide technical assistance with computer hardware and software.
- Resolve issues for staff via phone, in person, or electronically.
- Log issues and requests.
- Perform hardware and software installations, configurations and updates as needed.
- Create and maintain troubleshooting documentation.
- Provide introductory training for staff on equipment and software.
- Resolve technical issues in a timely manner using available resources.

MAIN RESPONSIBILITIES

The IT Support Officer responsibilities consist of but are not limited to:
- Install and maintain computer hardware, software clients, laptops, audio/visual equipment and peripherals.
- Assist the IT Manager in all matters relating to IT service desk operations and to adhere to ITIL best practice and guidelines.
• Maintain an up-to-date inventory of IT equipment and ensure suitability of equipment.
• Assist with the expansion of the Chapter network infrastructure including switches, cabling
  and wireless network equipment.
• Routine weekly onsite IT inspections including, data backups, testing systems (such as people
counters, digital signage, card machines, printing equipment, phone lines).
• Office 365 administration such as Exchange, Azure AD and Sharepoint.
• Monitor WiFi access points.
• Support staff with the use of IT including remote support and assisting with training where
  appropriate.
• Support staff with the set-up and preparation of IT equipment.
• Report any detected breach of policy to the IT Manager.
• Maintain stocks of spare parts and consumable items.
• Assist in the collation and provision of reports, project plans, training and other papers as required by IT
  Manager.

OTHER DUTIES

• To be familiar and comply with all relevant health &
safety, operational, personnel, customer care, data protection, equal opportunities and financial
procedures, in particular ensuring that all statutory obligations are carried out.
• Any other duties as reasonably required by the IT Manager or management team.

ESSENTIAL REQUIREMENTS

All candidates are required to meet the essential criteria set out below.
Please address in your application how you meet the following:

• Good level of numeracy and literacy.
• In depth knowledge of Windows 10,11, VOIP, Networking, Mac OS, Microsoft Office 365
• Excellent IT Skills – Microsoft Office (Word & Excel).
• A good understanding of IT Network infrastructure from servers, firewalls, workstations to cloud-based
  systems such as Azure.
• Experience working as part of a team as well as demonstrating use of own initiative.
• Logical and methodical mind-set with good attention to detail.
• Good analytical and problem-solving skills.
• Up-to-date technical knowledge.
• Good interpersonal and customer care skills.
• Good accurate record keeping.

Desirable

• Familiarity with relevant IT-related procedures and policies (such as data protection, and information
  security).
• Accredited qualification in IT or equivalent demonstrable experience
• Interest for the arts and creative sector.
• Able to communicate in Welsh.

Special conditions - Occasional evening and weekend work may be required.
ABOUT THE BENEFITS

Chapter is a flexible and friendly employer, offering hybrid working and flexible hours.

Staff Benefits include:

- 5.6 weeks of holiday per annum, including bank hols, pro rata for part time positions.
- Chapter operates a contributory pension scheme to which you will be auto-enrolled (subject to the conditions of the scheme). The scheme enables you to save for your retirement using your own money, together with tax relief and contributions from the company.
- 20% off food and drinks in the café/bar.
- Enhanced Maternity and Adoption Pay, after a year’s service.
- Welsh at Work scheme.
- You are entitled to two free cinema ticket a month.
- Access to an Employee Assist Programme.
- Complimentary tea/coffee in our office space.
- Complimentary lunch when working in the building.
- Support for continuous development.
- Eye Care for DSE.
- Secure bike racks.
- Staff parking.
- Staff get togethers.