

RIVERSIDESTUDIOS



JOB DESCRIPTION

Position:	IT Manager
Responsible to:	Operations Director
Hours of Work:	Permanent, Full-Time, Year Round
Applications to:	careers@riversidestudios.co.uk
Closing Date	Thursday 28 th March 2019 (5PM)

Riverside Studios, 101 Queen Caroline Street, Hammersmith, London W6 9BN
T: +44 (0)20 8237 1000 | **W:** riversidestudios.co.uk | **E:** contact@riversidestudios.co.uk

Registered in England & Wales under Riverside Trust
Company number: 1698349 | Charity number: 287848 | VAT number: 341 3681 71

Riverside Studios Background

Riverside Trust is a charity which runs Riverside Studios, the famous world class arts and media centre in Hammersmith, which is re-opening in 2019 after a five-year redevelopment. Our new building will house theatre, film, music, dance, comedy, art, enterprise, events, innovative technology and social hospitality.

Position Profile

We are looking for an experienced IT Manager who can maintain and expand our computer and VoIP networks. The ideal candidate will be able to demonstrate a high level of competency or understanding in the following technology:

- Failover Fibre connectivity, NTE and Firewall configuration
- Virtual Machine Server configuration and management
- Microsoft Server 2016, Azure services and Exchange cloud administration
- Windows and Linux based desktop and headless operating systems
- CRM Systems and on-premise SQL Database administration
- SAGE Accounts and Payroll maintenance
- Deployment of Front of House systems – Visitor logging, Point of Sale, Box Office Ticketing
- DCP Content delivery and storage
- Network attached Storage, Network printers, Scanners configuration and GPO deployment
- Managing AWS, backup and versioning policies for corporate data and system configurations
- Remote access VPN, RDP and NAS Cloud gateways
- Network segregation - VLAN routing, security and management
- Large scale, multiple network Wi-Fi deployment and central management
- Administration of CCTV, Public Address, Access control, UPS and BMS
- Digital Signage administration and user control
- Realtime Network monitoring and alerts
- 3CX VoIP and off-premise SBC configuration and management

Main Duties and Responsibilities

IT

- To design, develop, implement and co-ordinate Riverside's IT systems, policies and procedures.
- To lead on and have responsibility for the financial operation of the IT functions to ensure efficient running and maximisation of profit.
- Create project budgets if required.
- To be responsible for the day-to-day management of the IT operations including adhoc requirements
- To assist staff with problem solving IT issues.
- To implement requirements of tenant organisations and arrange charge backs as required.
- To assist any building marketing through an understanding of social networks.
- To manage all IT to do with security of the building.
- Keep the Executive Team up-to-date on the latest networking technologies.

- To work closely with the Finance Manager on providing clear and accurate financial information.
- Develop innovative network troubleshooting methods that reduce downtime and lower repair costs.
- To work closely with departmental managers to determine the network's maintenance and growth needs.
- Be responsible for creating and administering disaster plans that will keep Riverside functional in the event of a crisis.
- Determine the rationale and methods for upgrading Riverside's network software programmes each time an update is released.

Telephones

- Manage Riverside's VoIP 3CX SIP phone sever, handset provisioning and analogue gateways.
- Ensure changes are made in response to need and first line maintenance.
- Liaise with the service provider on installation and maintenance requests.
- Ensure all training needs are met according to requirements.

General

- Attend read-throughs, previews, press and supporters' nights and other Riverside Studios events as required.
- Attend monthly Management Meetings and weekly Scheduling Meetings.
- Adhere to, and actively contribute to, all Riverside's policies including Equalities (including diversity, access and equal opportunities).
- To maximise income and minimise expenditure wherever possible without jeopardising the quality of the work or Riverside's reputation.
- To act always in the best interests of Riverside Studios.
- Carry out any other duties as may be reasonably required.
- Be able to work collaboratively with colleagues and be a team player.
- To keep all information in confidence.

Person Specification

The ideal candidate will be able to demonstrate the following skills, experience and qualities:

Essential

- An affinity for the mission, vision and work of Riverside Studios and a passion to help achieve its success.
- Experience of managing a similar IT operation, including financial planning and management.
- Proven experience of managing and motivating casual staff.
- Create an open and collaborative team, and lead by example.
- A positive attitude with a high level of self-motivation and ability to work using your own initiative.
- Ability to communicate effectively with people at all levels, both internally and externally.
- An understanding of equal opportunity and cultural diversity issues in the delivery of Riverside's services.
- Excellent organisation and planning skills with proven ability to work flexibly under pressure, to priorities and to meet deadlines and work within set budgets.
- A positive and solution focussed attitude towards work.

- Flexibility in relation to duties and working hours which will require evenings and weekends.
- Education to a degree or equivalent level.
- 3+ years' experience in information technology management.
- Comprehensive understanding of network architecture and client/server technology.
- Software development abilities preferred.
- Strong problem solving and communication skills required.
- Able to start within four weeks of job offer.

Terms and Conditions

Salary:	Commensurate with experience.
Working Hours:	40 hours per week mainly 10am to 6pm. However, the post holder may be required to work flexibly with occasional evening or weekend work.
Pension:	Riverside Trust operates a stakeholder pension scheme to which the employer and employee both contribute.
Holidays:	The annual leave entitlement is 25 days plus statutory holidays.
Probation:	Six months.
Notice Period:	1 week during the probationary period and 4 weeks thereafter on each side.
Contract type:	Permanent.

Riverside Studios encourages attendance of performances with a discretionary allocation of complementary tickets to employees. Riverside complies with Equal Opportunities, Health & Safety, Personnel and other policies at all times.

Equal Opportunities

Riverside Trust supports the principle of equal opportunity in employment and opposes all forms of unlawful or unfair discrimination on the grounds of colour, race, nationality, ethnic or national origin, gender, marital status, disability, age, sexual orientation, or religious or political beliefs. To avoid discriminatory practise in recruitment of new employee's selection for interview is based entirely on job related criteria. Riverside Studios complies with Equal Opportunities, Health & Safety, Personnel and other policies at all times.

To Apply

Please apply by emailing careers@riversidestudios.co.uk or by writing to Nik Whybrew, Operations Director, Riverside Studios, 101 Queen Caroline Street, London W6 9BN. Please provide a CV and a cover letter outlining how you meet the criteria and why you are interested in the role.

Application Deadline: 5pm on Thursday 28 March 2019