

National Army Museum

Royal Hospital Road, Chelsea, London SW3 4HT

Technical Services Engineer

Post No: NAM 120

Reports to: Head of Technical Services

Job Role

This is an exciting opportunity to play a key role in supporting and developing the technology that underpins both the Museum's internal operations and its public-facing experiences. You will contribute to the delivery of reliable IT and audio-visual services, enabling colleagues to work effectively while ensuring visitors benefit from seamless and engaging interactions.

Combining hands-on technical support with project delivery, the role offers the chance to work across a wide range of technologies and initiatives, contributing to the Museum's strategic priorities, including public engagement, digital transformation, and the ongoing development of its technical infrastructure.

The post-holder will also have the opportunity to contribute to research and development activities and will be supported in developing their technical skills and experience.

Job Description

1. The post-holder's tasks will include:

Technical Support

- (a) Delivering technical support to Museum staff, including resolution of hardware, software and user issues.
- (b) Supporting and maintaining the Museum's gallery audio-visual systems to ensure a high-quality visitor experience.
- (c) Troubleshooting issues relating to presentations, events, and end-user technology
- (d) Proactively maintaining IT systems, including configuration, patching, and upgrades of hardware and software.
- (e) Supporting Apple Mac-based end-user environments, including device management tools (e.g. Jamf) and productivity and collaboration platforms (e.g. Microsoft 365, Google Workspace).
- (f) Supporting the security of the Museum's IT systems, including applying security updates, following best practice in device configuration, and assisting in the identification and resolution of potential vulnerabilities.
- (g) Delivering basic user training, inductions, and guidance materials.
- (h) Providing technical support for the Museum's public and corporate events programme.
- (i) Assisting in the management of digital media, data, and information assets.

Project Work

(a) The post-holder will contribute to a range of Museum projects, providing technical input and support across areas such as:

- I. Audiences and Engagement
 - Supporting exhibition and gallery technology
 - Enhancing multimedia and digital visitor experiences
 - Contributing to accessibility and user experience improvements
 - Supporting the delivery of public programmes and events.
- II. Collections, Research and Access
 - Supporting systems for collections management, information architecture, and databases.
 - Contributing to multimedia digitisation and digital asset management.
 - Supporting access to collections through digital platforms and data sharing.
- III. Income Generation
 - Supporting retail and ticketing technologies, including EPoS systems
 - Contributing to systems that enhance customer experience and commercial activity
 - Supporting technical delivery for corporate and revenue-generating events
- IV. Partnerships and Network Leadership
 - Supporting collaboration with partner organisations and peer institutions
 - Contributing to knowledge sharing and joint technical initiatives where appropriate
- V. Enabling Infrastructure
 - Supporting the development, integration, and maintenance of IT and audio-visual systems
 - Contributing to digital transformation initiatives and service improvements
 - Supporting effective communication, collaboration, and service delivery across the organisation.

The post-holder will be expected to contribute ideas, support implementation, and work collaboratively across departments.

Research and Development

(a) Participating in the ongoing development and improvement of the Museum's IT, audio-visual, and information systems, including identifying opportunities to adopt new technologies and improve services.

Departmental Work

(a) Assisting in the management of departmental documentation, systems, and assets.

(b) Undertaking relevant training to support evolving technical requirements.

(c) Supporting the continuous improvement of departmental processes and working practices.

- (d) Assisting the Head of Technical Services with additional departmental responsibilities as required.

2. Internal Relationships

- (a) The post-holder will represent the Technical Services Department on project teams and internal groups as required, working collaboratively with colleagues across the Museum.

3. Health & Safety

- (a) The post-holder must be committed to good health and safety and access practice, ensuring familiarity and compliance with Museum policies, procedures and guidelines and the health and safety of visitors, staff, volunteers and contractors at all times.

4. Policy compliance

- (a) The post-holder must maintain awareness and ensure compliance with Museum policies including health and safety and data protection.

5. In addition, the post-holder is required to:

- (a) Act in every way so as to preserve the Museum's reputation and good name in all areas of its work and be fully committed to openness and transparency in all its dealings.
- (b) Be proactive in their personal development, undertaking training and attaining qualifications and certification where necessary.
- (c) Ensure that the Museum's Accounting and Financial procedures are strictly adhered to and embed a culture of control and financial discipline.
- (d) To play a part in the generation of income as required and to avoid breaches of financial regularity and propriety, the misapplication of funds or waste of resources. Effectively manage delegated budgets and projects and be responsible for the proper exercise, as instructed, of any delegated financial powers, having express regard to the Director's appointment as the Museum's Accounting Officer; especially to promote efficient and cost-effective methods of working to keep strictly within planned budget allocations, as set by the Senior Leadership Team.
- (e) Take due care to assess and manage risk, having regard to the NAM's Risk Management Policy; (*Risk Management at the NAM: Matrix of Risks*).
- (f) Carry out his/her duties in accordance with the NAM's Equal Opportunities Policy.
- (g) Travel to and operate from the National Army Museum's outstations or locations where the Collection, or parts of the Collection, or other NAM property or services are held, or carried on, as and when necessary. The post-holder will be required to work off-site including at the Museum's Outstation at Stevenage. Some foreign travel may be required.
- (h) The post-holder will be based at the Museum in Chelsea.

- (i) The post-holder must co-operate fully with the management of the NAM in pursuance of the Museum's aims, as set out in its Royal Charter, and to enhance the Museum's standing and reputation through its contacts with the public and the media. This will include membership of various development and other teams set up from time-to-time and reporting to the Director and Senior Leadership Team.
 - (j) Contribute to the Museum's business planning process by identifying forward actions, targets and costs.
 - (k) Carry out their duties in the best interests of the Museum and the trading company, National Army Museum Trading Ltd, at all times, both of which exist as part of the same group.
 - (l) Chair or assist on Museum committees, teams and working parties, as delegated by the Director, Deputy Director, or Head of Technical Services and represent the Museum on external committees as required.
 - (m) Make presentations to the NAM Council (Trustees), the Director, Senior Leadership Team and members of staff.
 - (n) Deputising for the Head of Technical Services, as required.
 - (o) If the Museum's operational needs make it necessary, the post-holder may be assigned to other Museum Departments or Divisions.
6. The appointment is permanent (subject to a four-month probation period) and full-time, working 37 hours per week (net), 5 days out of 7. Additional evening and weekend working may be required. The salary is £35,500pa (inclusive) with a Joint Contributory Pension operated under the NEST Scheme. The post-holder is required to give a minimum of three months' notice in resigning.
7. The appointment will be subject to a security clearance.
8. This job description sets out the key responsibilities and tasks of the post and is not exhaustive. It may alter with the changing needs of the Museum. This job description may be reviewed and updated annually.
9. The National Army Museum is an equal opportunities employer.

Justin Maciejewski, Director
National Army Museum

July 2026

Signed:.....

Date:.....