

National Army Museum

Royal Hospital Road, Chelsea, London SW3 4HT

Technical Services Engineer

Post No: NAM 120

Reports to: ICT Systems and Project Manager

Job Role

This is an exciting opportunity for an ambitious professional to work and gain experience in an innovative environment. The post-holder will play an important role in the work of the Museum's Computers and Technical Services Department. The successful candidate will help deliver technical support to Museum staff and support audio-visual systems throughout the Museum.

The post-holder will also be expected to participate in project work integral to the Museum's continued strategic development, supporting an ambitious public engagement programme, digital transformation and the development of the Museum's technical systems architecture.

The post-holder will have the opportunity to undertake research and development in areas pertinent to their role and will be encouraged to develop relevant skills.

Job Description

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

Technical Support

- (a) Delivery of technical support to Museum staff, including help desk, software and hardware issues, presentation troubleshooting and general problem-solving.
- (b) Delivery of technical support for the Museum's gallery audio-visual systems, enhancing the customer experience and minimising disruption.
- (c) Delivery of proactive IT service support, including configuration, maintenance and upgrading of software and hardware.
- (d) Delivery of basic user training, including induction courses and the production of training resources.
- (e) Delivery of technical support for the Museum's public and corporate events programme.
- (f) Assisting in the management of the Museum's media and data assets.

Project Work

- (a) Creative involvement in Museum projects, supporting development areas such as:
 - I. Audience

- Exhibition technology
 - Public events
 - User accessibility development
 - Multimedia and app development
 - Media and marketing campaigns
- II. Research and academic study
- Publications and the use of digital assets
 - Intellectual property
 - Data sharing
- III. Collections
- Information architecture
 - Database and logistics systems engineering
 - Multimedia digitisation
- IV. Commerce
- Retail channel integration
 - EPoS and order fulfilment technology
 - Customer experience development
 - Corporate events
 - Museum asset utilisation
- V. Partners
- Knowledge sharing
 - Peer institution support
- VI. People, processes and resources
- IT service integration and delivery
 - Digital transformation
 - Communication and collaboration

Research and Development

- (a) Participating in the future development of information technology, audio visual and information systems within the Museum.

Departmental Work

- (a) Assisting in the management of departmental documentation and assets.
- (b) Undertaking training courses to meet the changing technical requirements of the role.
- (c) Supporting the development of the department, its staff and working practices.
- (d) Assisting the ICT Systems and Projects Manager and Head of Computer and Technical Services in other departmental business.

2. Resource Management

- (a) The post-holder is responsible for the motivation, training, and management of designated Museum staff, contract employees and volunteers, in regard to ICT systems, exercising a proper duty of care over them.

3. Internal Relationships

- (a) The post-holder is expected to represent the Computer and Technical Services Department on committees and project teams when required.

4. 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.

5. Policy compliance

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

6. 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 Management 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 Management Team.
 - (j) Contribute to the Museum's business planning process by identifying forward actions, targets and costs.
 - (k) Carry out his/her 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 (Operations & Resources) or Head of Computer and Technical Services and represent the Museum on external committees as required.
 - (m) Make presentations to the NAM Council (Trustees), the Director, Management Team and members of staff.
 - (n) Deputising for the ICT Systems Manager, as required.
 - (o) If the Museum's operational needs make it necessary, the post-holder may be assigned to other Museum Departments or Divisions.
7. The appointment is temporary to permanent, subject to a six-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 range is £29,412pa to £32,766pa inclusive plus benefits. The post-holder is required to give three months notice in resigning.
8. The appointment will be subject to a security clearance.
9. 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.
10. The National Army Museum is an equal opportunities employer.

Justin Maciejewski, Director
National Army Museum

October 2019

Signed:.....

Date:.....