

IT support and database analyst

Reports to: Head of IT

Department: IT

Contract: Permanent

Overview

The Design Museum is looking for an enthusiastic IT Support and Database Analyst to join the team. The post holder will be responsible for managing the support function and database logistics to a high standard for our staff, partners and visitors.

We are looking for an experienced individual to lead the support of the museum's 1st – 2nd line function to deliver an internal support function providing excellent 1st/2nd line support to our internal staff, events customers and where necessary museum visitors and exhibitions.

The role also has responsibility for the support and maintenance of the Microsoft Dynamics CRM. The museum introduced this system over several phases in 2016 with the aim of improving the interaction and experiences of our audiences and key stakeholders. The system is used for contact management for fundraising, membership and marketing, and space booking within the museum for events.

This role offers a unique opportunity to deliver outstanding service and support for the Design Museum in its impressive office space.

Job description

Support function

- Maintain the central log of all user issues via the ticketing system Freshdesk and manage their resolution and priority, taking ownership of the problems, keeping users informed of progress.
- MS Active Directory and GPO understanding including, management of new users by creating accounts and setting security permissions across the different organisational functions.
- Provide excellent technical support service to our employees, clients, visitors and freelancers.
- Build and install new computer systems as well as troubleshoot and repair workstation hardware and software.
- Management of new users by creating new users and setting security permissions.
- Management of software assets and licences based on budget and user requirement.
- Troubleshoot and repair general network connectivity, escalating network issues where necessary.
- Understanding of LAN technologies and protocols including but not limited to DHCP, DNS, IP addressing, 802.11 authentication.
- Assist and support enhancements to the all Design Museum systems, and help develop project plans for implementation of these improvements.

- Administration of the software solutions, including but not exclusively limited to:- Click Dimensions, Adobe Creative cloud, Office 365, McAfee antivirus Apple OSX and IOS, Windows 7, AD and GPO.
- Liaise with the museum's supplier including the outsourced providers on all issues, requests for changes, and future developments.

CRM support

- Security management of the CRM system, ensuring compliance with data protection legislation.
- Implementation of minor enhancements to the CRM system (e.g. forms and views).
- Assist in managing CRM system improvement projects to deliver to the planned timescales, allocated budgets and expected quality, providing constant communication with stakeholders throughout the project.
- CRM system development and reporting proactive identification of potential improvements to the Design Museum system and processes.
- An understanding of the museum's retail system (RMS) and its exhibition and learning ticketing system (Digitickets), providing support where required in addition to the supplier support, in particular around integrations with the CRM system.

Person specification

Essential

- Experience of providing IT support ideally in the museums or related sector.
- An ability to understand an organisation's IT requirements with the ability to prioritise these in line with organisational needs.
- A self-starter with the ability to work well as part of a small team.
- The ability to manage multiple tasks/projects at once.
- Excellent interpersonal and communication skills.
- Good relationship-building, negotiation and influencing skills.
- Strong understanding Of MS technologies including Office 365 and MS AD.
- Strong understanding of Apple client hardware and software.
- Familiar with MS Dynamics CRM 2015 in an on-premise, internet-facing deployment, preferably integrated with other systems (ideally RMS POS and/or DigiTickets).
- Project administration or project management experience of an IT system implementation, preferably a CRM system and ideally MS Dynamics CRM 2015.
- IT change management skills and training and documentation experience.

Desirable

- Knowledge of, and interest in, museums and design is a distinct advantage.
- Solid knowledge of smart mobile devices and operating systems (IOS, Android, and windows).
- MS Hypervisor virtual technologies.
- Support of Apple products in a JAMF environment.
- Mitel VOIP systems.
- Sound knowledge of data protection laws and organisational responsibilities for data protection.
- Familiarity with Microsoft Power BI.
- Writing/editing Crystal Reports or similar BI tools.
- Business process analysis and improvement skills.

Terms and conditions

Salary: up to £32,000 per annum, dependent on experience

Holidays: 25 days per annum

Hours: Full-time, 37.5 hours per week, Monday to Friday

The museum offers many other benefits including cycle to work scheme, season ticket loan, childcare voucher scheme, free entry to a wide number of galleries and museums in London, free entry for friends and family to the museum, access to a defined contribution pension scheme, a variety of staff discounts including the museum shop and restaurant.

Application process

To apply please email a covering letter which addresses the criteria as set out in the person specification, CV and Applicant Information Form to applications@designmuseum.org

Please quote job ref: ITSupp/2018 in the email subject header

Closing date for applications: Monday, 27 August 2018, midnight

Interviews: Week commencing 3 September 2018

Due to the high volume of applications the museum receives we are unable to provide a response to applications on an individual basis. If you do not receive a response from us within two weeks of the closing date then you can assume that you have not been successful on this occasion.

The museum pro-actively seeks to collaborate with institutional partners, individuals and networks to realise its commitment to build a culturally diverse workforce. We positively encourage applications from underrepresented groups and consider candidates who are suitably qualified and eligible regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity.

About the Design Museum

The Design Museum is one of the world's leading museums devoted to contemporary design in every form from furniture to graphics, and

architecture to industrial design. For the Design Museum, design is a continually evolving subject which it explores through its exhibitions programme, permanent collection, learning and research activities. It is a way to understand the world and how you can change it. The museum's mission is to create the most engaging, exciting and inspiring design museum in the world.

Thirty-five years ago, Terence Conran established the forerunner of the Design Museum, the Boilerhouse, in the basement of the Victoria and Albert Museum (V&A) in London. As planned, the Boilerhouse quickly outgrew the V&A and in 1989 it moved on to become the Design Museum, in an architecturally striking transformation of a Thameside warehouse near Tower Bridge. Since then it has emerged as an institution with international status and significance, playing an important role in putting design and architecture on the cultural agenda.

In 2016, the museum relocated from its previous home at Shad Thames to the former Commonwealth Institute building in Kensington, west London. Leading designer John Pawson converted the interior of the building creating the museum's new home, giving it three times more space in which to show a wider range of exhibitions, showcase its world class collection and extend its learning programmes.

In May 2018, the Design Museum was announced as winner of the prestigious European Museum of the Year. Earlier this year, the Design Museum welcomed its one millionth visitor to its new home in Kensington and in its opening year it attracted 780,000 visitors between November 2016 to November 2017. Ferrari: Under the Skin became the most attended exhibition in the museum's history with over 100,000 visitors.

Our mission, vision and values

Our vision

We want everyone to understand the value of design

Our mission

To create the most inspiring, exciting and engaging Design Museum in the World

Our values

Welcoming everyone to the museum and making them feel it's a place for them

Collaborative engaging with many partners to bring our vision to life

Enterprising working hard to make the museum a financial success and build a strong commercial reputation

Provocative challenging people to look and think afresh about design

designmuseum.org