**Northern Ballet**

# Job Title: IT Coordinator

- Department:  Administration
- Responsible to: Finance Director

## Main Job Purpose:

To maintain IT systems and networks while providing IT support within Quarry Hill and associated remote sites.

## Main Duties and Responsibilities:

### Administrative Responsibilities

- Develop and enforce IT security procedures and policies.
- Maintain and share knowledge of IT security and best practices.
- Collaborate with senior management and external consultants to implement improvements in procedures and hardware.
- Act as administrator for corporate software, ensuring timely renewal of licences.
- Perform monitoring and reporting tasks to ensure the effective operation of services, addressing known errors using documented resolution methods.
- Work towards achieving departmental targets.
- Optimise IT functionality and efficiency to align with the organisation's priorities.

### Technical Responsibilities

- Procure, install, and maintain IT hardware and software, ensuring that operating systems, software, and firmware are regularly updated.
- Maintain a stock of IT equipment, ensuring readiness for installation.
- Set up new users and provide training in the use of IT equipment.
- Escalate IT support requests to higher-level support when necessary.
- Conduct routine monitoring of IT equipment.
- Contribute to IT service management records.

- Perform networking tasks and maintenance, including server updates and switch configuration, adhering to agreed standards and procedures.
- Support users by addressing IT issues face-to-face, by phone, email, or remote access software, while logging the issues and the steps taken to resolve them.
- Communicate effectively with other services and visitors.
- Occasionally undertake tasks requiring physical effort.

## Person Specification:

## Essential Criteria:

- Proven IT support experience
- Excellent communication skills, whether written or oral
- Good knowledge of computer, server and network hardware, operating systems and software, TCP/IP protocols and LAN configuration
- Understanding of the principles of internet security and data privacy
- Ability to work independently and proactively with minimal support

Hours of Work: 35 hours flexible across the period from 08:00 to 18:00

Salary: £27,000 - £30,000 Per annum

THIS JOB DESCRIPTION IS A GUIDE TO THE NATURE OF THE WORK REQUIRED OF THE ROLE. IT IS NEITHER WHOLLY COMPREHENSIVE NOR RESTRICTIVE AND FORMS PART OF THE CONTRACT OF EMPLOYMENT.