



JOB DESCRIPTION

Job Title:	Desktop Support Coordinator
Department /Faculty:	Media Arts
Grade:	RHUL 7
Hours:	F/T
Reporting to:	Head of Production Facility
Responsible for:	N/A

Department Background

The Media Arts Centre provides technical and operational support, including structured training, for students in the Department of Media Arts taking degree programmes with practice-based elements – undergraduate, taught postgraduate and research. Our technical support team covers equipment lending, studio facilities, art department, and post-production. This role leads in the provision of high-quality, locally-networked, specialist facilities for creative work, which for our purposes includes video editing and related processes, post production sound recording and processing, video games art and design, animation, VFX, immersive, and interactive experiences. Building on our current Editshare media server system, our growing provision will offer multiple high bandwidth data streams serving a hundred or so desktop computers across four labs and twelve editing rooms, using both Mac and Windows operating systems. These facilities are offered to the Department’s students on a 24-7 basis throughout the year, and quality of service to the creative desktop is mission critical to our business. Office and academic IT is supported centrally by the College’s IT Services.

Job Purpose

The Desktop Support Manager is responsible for the high performance, maintenance and development of our specialised desktop service provision, ensuring that it and its users can operate effectively for the creative workflows of Media Arts courses

Key responsibilities and outcomes: (most frequent duties first)

1. Providing advisory and operational support, training, and appropriate instructional materials for Media Arts students and staff using a wide range of creative workflow processes, relevant both to established and innovating creative industry practice
2. Liaising with team colleagues, academic, and support staff in planning and running events requiring technical and operational support for the Media Arts Centre's desktop service provision
3. Acquiring deep, relevant, and up to date operational knowledge of a substantial range of professional creative applications and their respective operating systems, in order to provide well-informed advisory, operational, and diagnostic support, including training and producing instructional content.
4. Acting as the system administrator for managing end user accounts and ensuring efficient operating processes on the Media Arts server system.
5. Acting as the system administrator and advisor for the Department's bespoke safety risk assessment and resource scheduling systems.
6. Maintaining records of all system components, including equipment locations and serial numbers, software licensing, subscription, and installation arrangements, maintenance routines, and peripherals.
7. Building desktop images in Mac OS and Windows to perform regular updates in various desktop configurations operating in the Media Arts Centre labs, post production, sound recording and other specialist studio facilities.
8. Initiating preventative and remedial maintenance tasks for operating systems, including updates, security patches, web services.
9. Maintaining the integrity and performance of our desktop services, including provision for overnight and weekend access, and ensuring compliance with security and data protection requirements
10. Acting as the Department's lead contact for contractors, suppliers or installers operating support contracts for our specialist systems and computers, and for software and subscription licensing arrangements.
11. Organising arrangements for digital assessment submissions, including timestamping submitted files, issuing confirmation/receipts to students, etc.
12. Advising on or conducting digital media file conversions in order to deliver end product or remedy issues with workflow processes

Other duties:

1. Assisting with the development and maintenance of efficient client/server rollout tasks/procedures and configuration management.
2. Advise on new computer and periphery purchases and interact with vendors in the purchase of computer products, including contributing to tender evaluations.
3. Provide problem diagnosis and resolution for a variety of hardware and software-related issues.
4. Management of patch bays and cabinets
5. To provide technical expertise and advice to College projects.
6. To keep abreast of new technology and to develop such skills as are required to remain effective in this role.
7. To undertake any other tasks reasonably requested by line management.

Internal and external relationships:

Line manager – Head of Production Facility
Close liaison with other Media Arts Centre technical staff
Academic and School admin support staff
Media Arts students
StoryFutures/Centre for Digital Creativity staff and partner SMEs
Contractors and suppliers supporting the Media Arts Centre provision
College IT Service

PERSON SPECIFICATION

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

Job title: Desktop Support Coordinator
Department/Faculty: Media Arts

	ESSENTIAL	DESIRABLE	Tested by (Application form, Interview, Test)
Knowledge, Education, Qualifications and Training			
Substantial knowledge of networked computer environments, normally acquired through post-compulsory education with evidence of relevant qualification.	X		Application Form
Advanced knowledge of supporting Mac and Windows OS, and relevant technologies, desktop hardware platforms, and software knowledge.	X		Application Form
Good understanding of remote administration and software distribution tools	X		Interview
Track record of vocational training, including in-house, with regard to updating knowledge and skills		X	Application Form
Experiential knowledge of media production workflow, with particular regard to digital file formats, data compression codecs, transcoding processes, and data streams.		X	Application Form

Skills and/or Abilities			
Ability to work as a member of a multi-skilled technical support team in a collaborative and mutually supportive operating environment	X		Interview
Ability to juggle multiple, competing responsibilities	X		Interview
Ability to write and explain verbally instructional content to enable laypersons to understand technical and operational concepts, relevant to their creative workflow.	X		Presentation
Excellent customer-facing skills, with responsive and user-friendly service attitude and application of defined service standards	X		Interview
Analytical approach to make expert contribution to forward planning in a rapidly-changing technological and creative practice environment.	X		Prepared interview question
Strong problem management and problem solving skills	X		Interview
Insight and sensitivity in providing support for students and staff working toward creative and often artistically experimental outputs	X		Interview
Experience			
Substantial experience of working in an IT or similar support role in a comparable organisation	X		Application Form
Experience of specialist high bandwidth media server systems		X	Application Form

installations and operations			
Experience of supporting specialised networked computer systems for creative workflow, for example in a post-production facility.		X	Application Form
Experience of using and supporting a wide range of professional creative applications, especially for film editing, sound design, music production, visual effects, photography, animation, and games design.		X	Application Form
Other requirements			
During the week: Monday – Friday 9:00 to 17:00, flexible working arrangements as agreed with line manager	X		Interview
Expectation to work occasional evenings or weekend days to support Department events, including Open Days, Applicant Visit Days, or to resolve operational	X		Interview