

# People's History Museum

IT Engineer

September 2022

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## About the role

This is an exciting opportunity to join People's History Museum (PHM) at a time of transformation, as we consider how we create the best infrastructure to meet our ambitions for agile working, sustainability and cyber security.

We are looking for an IT Engineer to join our small, agile team to lead a transformation project of our current network and supporting infrastructure. This will include implementing recommendations from a recent review which considers arrangements for servers, back up and storage, telephone, network, remote working as well as future software and hardware requirements. This will be a highly varied role with opportunity to shape PHM's future infrastructure and supporting processes.

The successful applicant will work closely with the Head of Development, with support from a trusted partner to provide industry mentoring and development support.

The role would be ideal for an early career professional seeking a second line or project role.

We recognise the museum currently underrepresents people of colour, disabled people, LGBTQ+ people and those with intersecting identities in our workforce; PHM is actively working to address this and encourages applications from these backgrounds.

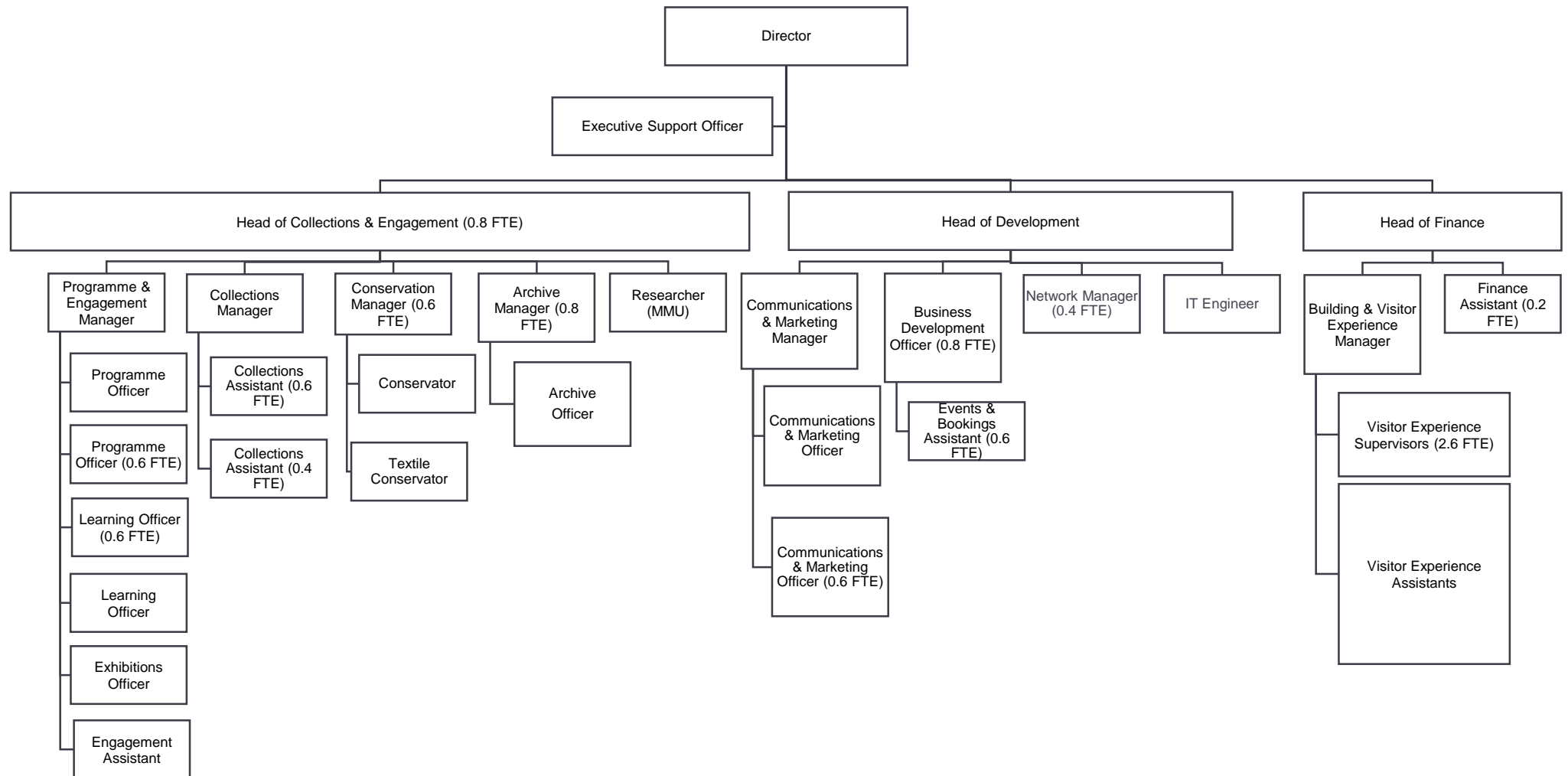
# About People's History Museum

**People's History Museum** is the **national museum of democracy**, telling the story of its development in Britain: past, present, and future. The museum provides opportunities for all people to learn about, be inspired by and get involved in **ideas worth fighting for**; ideas such as equality, social justice, co-operation, and a fair world for all.

PHM currently welcomes a local, national and international audience, attracting 125,000 visitors annually (pre-covid), as well as reaching people online through digital activities. The museum involves audiences and communities in all aspects of its work, using models of co-curation, collaboration and crowd-sourcing when developing and delivering programmes of activity. Engaging people directly in the work of the museum helps to build a passionate and committed audience who become supporters and advocates for PHM, while ensuring we are shaping authentic content representative of diverse audiences, providing an inclusive space for their voices, stories and ideas. PHM's innovative programme-led approach explores important subjects and issues relevant to us all today.

PHM has an annual turnover of around £1.5 million, employs 36 members of staff and has a team of freelance staff and volunteers. PHM is funded by Arts Council England (ACE) as a National Portfolio Organisation (NPO) and by Greater Manchester Combined Authority (GMCA) Culture and Social Impact Fund. PHM is an independent museum, charitable trust and company limited by guarantee, with a Board of Trustees, a Trading Company Board, and an Audit and Risk Committee.

# Staff structure



# Job Description

## IT Engineer

<b>Salary:</b>	£ 23,953 (& pension contribution to the Greater Manchester Pension Fund). Salary will be subject to the 22/23 pay award once agreed.
<b>Hours:</b>	Full time (35 hours a week) with flexible working and consideration of part time hours
<b>Annual leave:</b>	24 days plus bank holidays
<b>Contract:</b>	Fixed Term for an initial period of 12 months
<b>Responsible to:</b>	Head of Development
<b>Responsible for:</b>	n/a
<b>Location:</b>	Based at People's History Museum with the opportunity for agile working in line with PHM's flexible working policy

### Key responsibilities

#### Operational support

- Establishing and delivering a Service Desk function. You will triage needs and solve issues, highlighting where additional technical input is required.
- Enhancing, supporting and maintaining the desktop environment including Office 365 and building devices. You will resolve hardware and software faults, provide temporary equipment, and build and deploy SCCM packages.
- Upgrading, supporting and maintaining the infrastructure including networks, firewalls, servers, virtual platforms, backup and hybrid-cloud presences utilising recommendations from a recent review.
- Maintaining and creating new AD security groups, NTFS access control lists and applying these to user groups.
- Establishing a Knowledge Base for the organisation, constructing technical or user-based documents and knowledge articles to support use of new and existing services.
- Supporting the technical aspects of business continuity and feeding into developing technology standards and operating procedures.

#### Project support

- Leading the implementation of the recommendations of a recent review, you will act as the technical owner of the successful outcomes including construction, testing and technical planning. You will consider support and security, providing work estimations, and project manage to time, budget and quality.
- Working in a highly collaborative manner, bringing in others to assist the successful outcome.
- Constructing appropriate documentation, knowledge articles and familiarisation training or coaching to support the project and the smooth transfer into operational service.

#### Experience, knowledge and skills

- Present exceptional customer service and interpersonal skills. You will be able to manage expectations and offer pertinent advice and guidance.
- Have excellent verbal and written communication skills.
- Be collaborative and supportive through formal and informal knowledge and experience sharing.

- Think systematically and creatively, quickly learning new things and developing acceptable solutions to problems.
- Have support capabilities across Windows Desktop, MS Office suite and Active Directory support.
- Be capable of basic network design and support.
- Be flexible to working needs, making timely decisions and keeping an awareness of the bigger picture.

## How to apply

Please send your CV and cover letter to Charlie Corkin, Executive Support Officer at [charlie.corkin@phm.org.uk](mailto:charlie.corkin@phm.org.uk).

Please outline in your cover letter how your experience, skills and knowledge meet the job description and provide details of whether you would be interested in the role as a salaried post (full time or part time), on a freelance basis, or as a secondment. Your CV and cover letter will be assessed and scored against the job description using the information provided.

**Deadline for applications:** 5.00pm on Thursday 13<sup>th</sup> October 2022

**Interviews:** Friday 21st October 2022, online or in person at PHM

If you have any questions about the role or would like to arrange to discuss the role please contact Charlie Corkin at [charlie.corkin@phm.org.uk](mailto:charlie.corkin@phm.org.uk).

### Equity

PHM prides itself on being a welcoming and inclusive organisation, profoundly committed to advancing equality and diversity in the broadest sense. We highly value the benefits that diverse perspectives bring to PHM's mission.

We recognise the museum currently underrepresents people of colour, disabled people, LGBTQ+ people and those with intersecting identities in our workforce; PHM is actively working to address this and encourages applications from these backgrounds. While the successful candidate will be selected purely on merit, in the event of a tie between two candidates with equal experience, we may select a candidate who helps us better represent the communities the museum serves.