JOB DESCRIPTION

Title:	IT Support Executive	**Reporting to:**	Director of Communications and Technology
Salary range:	£27,000 - £32,000 depending on experience	**Basis:**	Full time, London office based
Closing date:	Sunday 20th January 2019		

About us

This is an amazing opportunity to join an award-winning artist and project management agency at an exciting time of expansion.

Innovation, expertise and responsiveness have been the hallmarks of HarrisonParrott ever since its foundation in 1969 when Jasper Parrott and Terry Harrison pioneered a new approach to artist and project management. Today, that restless and challenging spirit is as strong as ever, shared across one of the most experienced teams in the business.

We have more than 70 employees who speak a total of 11 European languages as well as Japanese, Mandarin, Cantonese, and Russian. With offices in London, UK, Munich, Germany, and Paris, France we operate on a truly global scale. While our main focus is classical music, we also work with other art forms, including ballet and theatre, and have an in-house boutique agency, Polyarts, that manages artists from a wider range of music genres.

We seek people who match our pro-active drive and ambition with a can-do attitude, who are excited about playing a key role in the future of the Arts on a global scale.

We are an equal opportunity employer and value diversity. We welcome applicants from all backgrounds.

Job purpose

To support the Director in managing and delivering a reliable and robust suite of technologies company-wide. The role of the IT Support Executive is to act as a general first point of contact for day-to-day technology queries and assist users in resolving issues.

They will also be a resource for users who want to learn more about the different systems that HarrisonParrott uses and will be expected to champion technology proactively with end users. They will be expected to manager themselves and work without supervision. This is a good opportunity for someone to gain a broad portfolio of skills in an interesting and fast-paced, but friendly environment.

Key relationships

COO and GC, CFO, Directors & Associate Directors, Managers and Coordinators.

Key accountabilities

- Set up and install new accounts and computers for end users

- Manage all systems and processes in the Director's absence – good self-starter, able to deal with all areas of the company when required

- Deal with and resolve day-to-day queries as a first point of contact quickly and efficiently

- Provide training to non-technical people

- A desire to learn and be challenged – moving outside of comfort zones. This is not a 9-5, every day is the same job

- Willing to be an internal 'product champion' for technology – a real enthusiasm for the benefits technology can bring

- Proactively manage end-users, both in terms of their expectations and also to see and deal with issues as patterns not isolated incidents.

- This role will involve some work at end users homes as well as at the main offices in London, Munich and Paris

Suite of technologies

- Microsoft Exchange
- Microsoft Active Directory
- Microsoft Terminal Server
- Microsoft Office
- Synology NAS File Server
- FileMaker custom-written database
- Cloud-based solutions
- Apple Macintosh media-based applications including InDesign, Photoshop and Final Cut
- Avaya IP Office telephone system
- iOS devices (iPads and iPhones)

Benefits

- 25 days of paid holiday per year in addition to statutory bank and public holidays. 5 of these days are to be taken during the office closure period in December.
- Company Pension Scheme.
- Life assurance: 3 x annual salary.
- An interest free season ticket loan.
- Annual ticket allowance for HarrisonParrott artist events.
- On-site shower facilities.
- On-site gym, free to use

Additional Information

Completed applications are to be sent to hr@harrisonparrott.co.uk and must include a copy of your CV, completed application form and equal opportunities form.

An initial telephone interview may be possible if you are currently living outside the UK. Please note the essential requirements listed below when completing your application.

PERSON SPECIFICATION

Skills and Experience:	Essential:	Desirable:	Assessment method:	
			Application:	Interview:
Ideally 18-24 months minimum experience in four of more of the technologies listed under the Suite of technologies	✓		✓	✓
A keen interest in modern technology and an enthusiasm for the benefits it can bring	✓		✓	✓
Efficient, responsible work ethic and ability to work under pressure	✓		✓	✓
Excellent attention to detail	✓		✓	✓
Excellent communication skills, particularly verbal	✓		✓	✓
A good track record in troubleshooting and resolving issues in a timely manner	✓		✓	✓
Education to a degree level or equivalent	✓		✓	✓
Flexible and adaptable	✓		✓	✓
Able to travel both within the UK and abroad if required	✓		✓	✓
Able to work out of hours/ at weekends as required	✓		✓	✓
Full driving license		✓	✓	✓
Knowledge of Classical Music		✓		
Competent in at least one other European language		✓	✓	