**Role: IT and Audio-Visual Support Analyst**

**Salary: £ 33,885 p.a.**

**Location: Onsite (Holborn)**

**Contract Type: Permanent, Full Time (35 hours)**

**How to Apply**

If you believe that you are the right person for this role, please submit your CV and Cover Letter

explaining how your skills are suited to this role to Leanne Timon at [ltimon@rcoa.ac.uk](mailto:ltimon@rcoa.ac.uk) by **Monday 07 October 2024.**

Please note that the close date could be subject to change depending on the success of the recruitment process.

**About You**

The successful candidate should have a strong background in supporting both IT and AV systems. You have a proven track record of building and supporting colleagues with PCs, laptops, and mobile devices, and are skilled in deploying and configuring operating systems and applications.

You will have worked on a support or helpdesk providing first line response to IT support requests. Your expertise includes account administration, with in-depth knowledge of Microsoft 365 and MS Teams. You have hands-on experience working with Windows 10 and 11, as well as the Microsoft Office suite. You are familiar with logging and updating service requests using service desk software and have a solid understanding of Adobe Creative Cloud tools, including Premiere, Audition, and Media Encoder.

You understand AV integration and installation, and you have excellent written and verbal communication skills. You can collaborate and work effectively with cross-functional teams and provide high standards of customer care while upholding the values of the organisation.

**About the Role**

This role supports the day-to-day running of The College’s IT Service Desk and Audio Visual (AV) services and events at the College.

This includes the capture, classification and resolution of issues and requests, ongoing hardware and software maintenance, and installation of new hardware and software systems.

Alongside the provision of support for events and meetings at the College, including customer assistance, equipment deployment, maintenance and assisting with other key AV tasks, as required.

Your duties include, but are not limited to:

* Act as a point of contact for everyday IT and AV problems and questions at the College.
* Log and track IT/AV issues and requests, taking responsibility for ensuring these are addressed in a timely and satisfactory manner.
* Liaise with third party system suppliers and external support consultancies in the resolution of issues.
* Install, maintain and troubleshoot College hardware and software.
* Carry out IT/AV inductions for new employees.
* Provide high levels of end-user support whilst demonstrating excellent customer service skills
* Always be professional and customer focused when liaising with employees and all other stakeholders.

**The Package**

This is a full-time, permanent position with a competitive employee benefits package, which includes (but is not limited to):

* 26 days of annual leave, plus bank holiday
* Healthcare support through Benenden Health
* Up to 12% pension contribution
* Wellbeing hour once a week
* Cycle to work and employee discounts schemes
* Training and development opportunities
* Access to Mental Health First Aiders and Employee Assistance Programmes

**About the College**

The Royal College of Anaesthetists is the professional body responsible for the specialty throughout the UK. We are the third largest medical royal college in the UK by membership. With a combined membership of more than 24,000 Fellows and Members, we ensure the quality of patient care by safeguarding standards in the three specialties of anaesthesia, intensive care and pain medicine.

At RCoA diversity, equality and inclusion is an integral part of our culture so it is important to us that this is reflected in everything that we do. We welcome applications from all individuals irrespective of age, race, gender, sexual orientation, ethnicity, religion or belief, disability, marital status, or parental responsibilities to ensure we actively embrace an inclusive and representative culture that encourages, supports, and celebrates our differences.

Unfortunately, due to the volume of applications, we are unable to provide detailed feedback to candidates on their application. Only short-listed applicants will be contacted after the closing date. Please note that the closing date is subject to change.

If you have any questions or would like more information about this opportunity, please contact: [ltimon@rcoa.ac.uk](mailto:ltimon@rcoa.ac.uk)