

2nd Line Desktop Technician - ICT Support



Science Museum Group

The Science Museum Group (SMG), which includes the London Science Museum the National Railway Museum in York, National Media Museum in Bradford and the Museum of Science and Industry in Manchester, is world renowned for its historic collections, awe-inspiring galleries and inspirational exhibitions. The London Science Museum has a vacancy for a 2nd Line Desktop Technician (c. £24,000 p.a.). Working within a busy, supportive and fun ICT Operations team you will contribute to the success of the SMG by troubleshooting a range of ICT problems, and supplying technical services to support a diverse customer community.

This support is delivered remotely over all locations and through onsite desk visits for those needs within the London Science Museum South Kensington campus. You will have the opportunity to become a leading influence in the daily operation and performance of the team and how it interacts with customers.

We're looking for technically proficient, detail-conscious people with excellent communication and listening skills to provide World Class levels of customer service within agreed service levels. An understanding of ITIL procedures and terminology is essential, as is previous experience of working with medium to high volume call operations. We want great team players who are results-driven and have strong problem-solving skills.

The SMG encourages internal career progression, and provides learning and development opportunities as well as an empowering working environment where everyone's contribution is valued. We offer a great benefits package including pension, BUPA and season ticket loans - all of which leads us to think the SMG is a great place to work.

If you feel you have the qualities we are looking for and would like full details, then please visit www.sciencemuseum.org.uk/jobs Applications should be by CV and covering letter, including salary expectations. The closing date for applications is 6th June and an initial Selection Centre will be held on 13th June.

We will only be able to consider your application if you have taken care to show us why you are right for this role. In your covering letter please give us one example of when you have demonstrated each of the following behaviours:

- Team Working
- Achieving Results
- Problem Solving and Creativity
- Customer Service

Please let us know that you found this vacancy on the NMDC website!

We welcome applications from all sections of the community in which we work. We particularly welcome applications from disabled people and we guarantee interviews to suitably qualified disabled applicants.

Location:	South Kensington, London
Category:	IT
Duration:	
Type of Contract:	Permanent
Hours:	Full Time
added: May 16, 2012	deadline: June 6, 2012

More information: <http://www.sciencemuseum.org.uk/jobs>