



Designed by Master Architect Renzo Piano, The Shard has redefined London's skyline and quickly established its place as a dynamic symbol of London. At a height of up to 800ft or 244m, and at almost twice the height of any other vantage point in London, visitors will experience unrivalled 360 degree views over the city for up to 40 miles on a clear day. Surrounded by the city's most notable attractions, the high-life awaits you at The View from The Shard.

JOB DESCRIPTION

Job Title: IT Manager
Reports to: Head of Technology
Salary: £32,000 per annum
Hours: Monday to Friday 9am – 5.30pm with occasional weekend working.

THE PERKS

- 25 days holiday + Bank Holidays
- Length of Service Benefit – additional day holiday for every year (capped at 5 years)
- Employer pension contribution of 5% of your annual salary
- Private Medical Insurance for you and your family
- Life Assurance
- Complimentary tickets to The View

THE ROLE

The IT Manager will have overall management of IT hardware and software and will be responsible for the allocation and maintenance of equipment, ensuring all staff members have the resources needed. The IT Manager will also work as part of a small team that ensures all systems are functioning accurately. In addition, the IT Manager will support the Head of Technology with all technology needs and the development and implementation of the IT Strategy.

The ideal candidate is technology savvy and has a true passion for all things IT. They have the natural ability to problem solve and are keen to be hands on with tasks such as the installation and maintenance of hardware. They are also proactive, attentive to the needs of the business and able to work under their own initiative.

RESPONSIBILITIES

The post holder will help manage, administer and support the ticketing sales function for The View from The Shard used online and on site (but are not limited to):

- An electronic ticketing system
- An electronic point of sales retail system
- An online web shop
- Enviso API and Trade portal administration
- PDQ and POS management

The post holder, together with the Systems and Admissions Manager will need to ensure all systems are functioning at all times. You will work with Heads of Departments, system suppliers and other key contacts to ensure a robust, stable and flexible system, maximising functionality to enable a best-in-class experience.

- 1st point of contact for all Systems (ticketing) and IT related issues
- Proactive daily technology checks; Internet connection; POS; Payment PDQs devices; Printing; Network drives etc
- Optimise the delivery, fulfilment, integration of any new ticketing/retail or IT system/process
- Provide Systems and IT training i.e. RCX, MimeCast, HotDesk+, MS Teams and Office 365 etc.
- Supplier management - Liaise with 3rd parties to resolve issues
- Supervising daily operations of network and server infrastructure
- Running regular checks on network and data security
- Testing, troubleshooting and adjusting information systems to operate effectively
- Setting up and maintaining PCs, Laptops and Mobile Phones
- Managing the hardware inventory including supplying/collecting equipment to new starters or from leavers
- Act as a support/ tester for Systems and IT Projects
- Manage printers to ensure they are functioning and well-maintained
- Telephony management i.e. Mobile/landlines etc
- Evaluating risk, developing network recovery and backup processes
- Developing and implementing IT policy and best practice guides for the organisation
- Designing training programs and workshops for staff
- Researches and stays up-to-date regarding new IT equipment and solutions
- Attends trade exhibitions and workshops to keep abreast of new developments

Ad-hoc requirements

- On occasions there will be manual handling required during PC/POS desk moves etc
- There will be occasional weekend and out of hours works required to complete tasks which cannot be done whilst the attraction is open
- Working pattern may change in the future to meet business needs i.e. Wednesday to Sunday cover required
- General support to the Head of Technology and business management team