

SENIOR IT SERVICE DESK ENGINEER IT

Grade 6, Full time, Permanent

Job reference number: 804-26

Applicant Information Pack

Closing date

9am Monday 15 June 2026

Interview date

Thursday 25 June 2026

Late or incomplete applications will not
be submitted to the Shortlisting Panel

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Job Description

Job title	Senior IT Service Desk Engineer
Department	IT
Grade	6
Hours of work	Full Time (1FTE)
Contract type	Permanent
Responsible to	IT Operations Manager
Responsible for	n/a
Liaises with	Internal Student, staff and professor users; IT team colleagues and managers. External Hardware and software suppliers & maintainers; Jisc operations; external managed service provider
Job overview	The Senior IT Service Desk Engineer will be a key technical expert within the RCM Technology team. The post-holder will be part of the wider IT support function, with responsibility for providing advanced technical assistance to staff, students and professors. Alongside resolving complex incidents and contributing to infrastructure and process improvements, the post-holder will help ensure the reliable delivery of day-to-day IT services and support the implementation of longer-term projects. A friendly, helpful and flexible approach is essential, as is a genuine enjoyment of helping people solve technical problems.

Key Responsibilities

These include:

- Supervise helpdesk team members, overseeing operational helpdesk responsibilities, ensuring best practice processes and procedures are followed, that SLAs are met, and the highest quality of service is provided.
- Mentor helpdesk team members supporting their technical development.
- To provide 3rd line user support and act as an escalation point for complex IT incidents and service requests requiring senior technical expertise.
- To provide support for the College's various IT services including, but not limited to: laptops, desktop PCs, multi-function printers, telephony and mobile devices.
- To ensure support requests raised by users are logged, grouped and tracked via the RCM's Service Desk Management platform and dealt with in accordance with agreed SLA's.
- To work closely with other members of the IT team to provide an effective and comprehensive user support service and basic training in the use of equipment to College students, teachers and support staff.
- Contribute to service desk improvement through knowledge sharing and mentoring junior engineers.
- To build specialist knowledge in one or more specialist software platforms, taking on the role of superuser or primary administrator for those platforms in due course.
- To undertake occasional project work by assisting with planning and delivering IT projects such as system upgrades, network enhancements, software rollouts, and infrastructure improvements.
- To setup equipment and/or provide technical support for occasional special events such as the annual student registration day, graduation day and important videoconferences.
- To assist with ensuring the College's compliance with relevant software licensing and other legislation.

- To maintain electronic records of IT equipment locations and to carry out periodic stock takes and to assist in recycling of redundant equipment.
- To document all relevant procedures and changes to setups in line with best practice and in keeping with RCM change control.
- To support with the process of creating and administering staff/student RCM email accounts and other induction requirements.
- To provide user support and administration of the College's VOIP telephone system.
- To be a continual self-learner, developing areas of technical specialism in line with own interests/skills and the RCM's business needs.
- To undertake specific tasks as directed by IT Operations Manager or Head of IT.

Person Specification

Applicants should demonstrate in their supporting statement how their qualifications, experience, skills and training fit each of the criteria below.

Criteria	Description	Essential/ Desirable	How Criteria Are Tested
Qualifications	Degree or equivalent professional experience in a related discipline	Essential	AF
	Educated to A level standard or equivalent	Essential	AF
Experience, Skills & Knowledge	Experience of helpdesk team supervision, delivering oversight of support ticket process and procedure management compliance	Essential	AF, INT, ST
	Extensive Experience of Microsoft Windows 10, 11 & Windows Server Maintenance, Administration and Troubleshooting	Essential	AF, INT, ST
	Extensive Experience of Microsoft Office 365, Teams Maintenance, Administration and Troubleshooting	Essential	AF, INT, ST
	Extensive Experience of Desktop Hardware Maintenance, Administration and Troubleshooting	Essential	AF, INT, ST
	Experience of Cloud Technologies	Essential	AF, INT, ST
	Good working knowledge of a wide range of business and consumer technologies including mobile devices, apps and Apple Macs	Essential	AF, INT
	Experience of a disciplined Service Management environment	Essential	AF, INT
	Excellent customer service, communication and interpersonal skills, i.e. ability to communicate in a friendly and helpful manner with a broad spectrum of end users and team members	Essential	AF, INT,
	Experience of working independently and the ability to work effectively and supportively in a team-oriented environment	Essential	AF, INT
	Demonstrable problem-solving skills and strong attention to detail	Essential	AF, INT,
	Strong organisational and prioritisation skills	Essential	AF, INT
Technical Skills	Microsoft Certification	Desirable	AF
	Intermediate Active Directory / Group Policy Management	Essential	AF, INT
	Microsoft Azure / Intune	Essential	AF, INT, ST

Azure Cloud Backup	Desirable	AF
Sophos Central or Equivalent	Essential	AF, INT
Microsoft System Centre Configuration Manager (SCCM)	Desirable	AF
PowerShell / Scripting	Desirable	AF
Asimut Administration	Desirable	AF
PaperCut Administration	Desirable	AF
Mitel VOIP Phone System Administration or Equivalent	Desirable	AF, INT
Experience of call-logging tools (e.g. CA Service Desk Management or similar)	Essential	AF
Personal Attributes		
Willingness to undertake training as appropriate; keen to learn, understand and apply new technologies	Essential	AF, INT
Resilient and adaptable approach	Essential	AF, INT
An appreciation of the arts, particularly music, in education	Desirable	AF, INT

AF = Application Form INT = Interview ST= Selection Test

Please note: Professional development is a part of the IT approach, and training is available to the right candidate.

The duties and responsibilities assigned to the post may be amended by the IT Operations Manager, Head of IT within the scope and level of the post.

The Royal College of Music is an Equal Opportunities employer. The College is a non-smoking environment.

Terms & Conditions

Availability	The post is immediately available and the postholder should ideally be available to start as early as possible.	
Contract type	Permanent	
Hours of work	This role is offered on a full time (1FTE) basis. Full time hours at the RCM are 35 hours per week and normal office working hours are 9.00am-5.00pm (with a one hour lunch break), Monday to Friday.	
Salary	RCM Pay Scale Grade 6, incremental points 20 – 24:	
	Spine points	Full-time salary*
	20	£34,350
	21	£35,173
	22	£36,069
	23	£37,006
	24	£37,968

*inclusive of London Weighting allowance

Appointments will normally be made to the first point of the grade, in accordance with the RCM Pay Policy. Staff are entitled to an annual increment each year on 1 August (dependent on 6 complete months' service) until they reach the top of the grade.

Payday is the 15th of each month or the last working day before this should the 15th fall on a weekend or bank holiday.

Visas/ Right to Work in the UK

If you have time limited permission to work in the UK you must provide full details on your Application for Employment form.

If you do not have permission to work in the UK but would be eligible to apply for a Visa you must state the applicable route on your Application for Employment form. We suggest you use the online tool provided by the government to explore your eligibility and options relating to Visas. [Visa Checking Tool](#)

Some applicants including prospective professors, may wish to explore the Global Talent Visa route. Further information about endorsement for this visa can be found on the [Arts Council](#) website.

This is **not** a role for which the RCM will act as a sponsor for the Skilled Worker route.

Immigration Advisors

The HR department cannot act as immigration advisors however if you are an international student studying in the UK you can seek guidance from the [UK Council for International Student Affairs \(UKCISA\)](#). Alternatively the Office of the Immigration Services Commissioner (OISC) which regulates immigration advisers maintains a [list of approved Immigration Advisors](#).

DBS check

Not applicable for this post.

Probation

The post has a six-month probationary period.

Notice period

The appointment will be subject to termination by not less than one month's notice. Notice during probation will be seven days' notice by either party.

Pension

The Universities Superannuation Scheme (USS) is available for all administrative staff. Full details of the scheme can be found on the USS website: www.uss.co.uk. Arrangements exist for members to make additional voluntary contributions (AVCs).

Annual leave

Full time staff are entitled to 210 hours of holiday per annum, plus public holidays.

The RCM is closed between Christmas and New Year each year, the three days in this week that are not bank holidays will come out of the postholder's annual leave allowance.

How to Apply

Closing date

9am Monday 15 June 2026

Applications received after the stated closing date will not be considered.

Interview date

Thursday 25 June 2026

Shortlisted candidates will be notified in due course.

We communicate interview dates in advance to ensure candidates have adequate notice to make arrangements. Regrettably we are unlikely to be able to accommodate alternative interview dates.

To apply

To apply, please submit the following documents available on the RCM jobs page

- Application Form
- Equal Opportunities Form

The above documents should be sent to recruitment@rcm.ac.uk by the stated closing date.

We encourage applications by email however if you wish to post your application you must ensure this reaches us by the closing date.

Late Application Forms, incomplete Application Forms, Application Forms submitted in a format other than Word or PDF and CVs without an Application Form will not be accepted.

Alternative formats

If you need to receive our recruitment documentation in a different format, such as large print or are not able to submit an application electronically, then please contact us to discuss your requirements.

Interview process

Interviews will take the form of a panel interview, normally comprised of three staff members however more senior positions may have larger panels. Details of the interview panel will ordinarily be included in the interview invitation. We will be happy to make any reasonable accommodations as part of this process.

As part of the interview format you may be invited to take a brief tour of our facilities, details will be included in your interview invitation and we will be happy to accommodate accessibility requirements.

A test or presentation may form part of the interview process and details will be provided in the interview invitation. We will be happy to make any reasonable accommodations as part of this process.

Staff Benefits

Travel

Interest free season ticket loans are available to cover the cost of a 12-month season ticket between a member of staff's residence and the RCM. The loan will be repayable by deduction from salary over a period of 12 months or on leaving the employment of the RCM, if earlier.

We offer a Cycle to Work Scheme via CycleScheme.

Events

There is a range of concerts taking place at the RCM throughout the weeks, staff are entitled to one free ticket per charged concert (excluding Opera and non-RCM promotions), and unlimited tickets for non-charged concerts.

Eye tests & hearing tests

The RCM will cover the cost of an annual standard eyesight test (normally up to £25) and contribute £50 towards the cost of glasses, provided that they are for use with VDUs. We will also cover the cost of hearing tests.

Employee Assistance Programme

All RCM staff can get free and confidential advice from Confidential Care (CiC). The service is open 24 hours per day, 365 days per year, by telephone or via the web.

Professional Development

The RCM is committed to the support of training and professional development for all members of staff and a range of opportunities are available.

About Us

The College

Opened in 1883 by the then Prince of Wales, the Royal College of Music (RCM) is a world-leading music conservatoire with a prestigious history and contemporary outlook. The RCM is a vibrant community of talented and open-minded musicians, with over 900 students from more than 60 countries studying at undergraduate, master's or doctoral level in the Senior College throughout the week and 300 students on a Saturday in the Junior Department. Former students of the RCM hold key roles in music and the arts in all parts of the world - as performers, teachers, composers, conductors and amateurs. The RCM was ranked as the No. 1 institution in the UK and Europe, and second globally, for both Music and Performing Arts in the 2026 QS World University Rankings by Subject. The College has held global first and second positions in Performing Arts for five successive years, while Music is a new subject introduced to the rankings in 2024.

Staff

The RCM has over 250 members of professorial (teaching) staff and over 100 teachers in the Junior Department - the majority of whom are busy professionals with worldwide reputations, who include teaching among the various musical activities that they regularly undertake. Their work, and the work of the College as a whole, is supported by a team of over one 100 administrative staff.

Location

The RCM benefits from its particular location in South Kensington - one of the most attractive and interesting parts of central London. The area is well-served by public transport: South Kensington tube station is within ten minutes' walk; several bus routes pass the Royal Albert Hall. Kensington Gardens and the renowned museums of Exhibition Road, the Natural History Museum, the Victoria & Albert Museum and the Science Museum, are only a short walk away; Imperial College of Science, Technology & Medicine is next door; the Royal College of Art and the Royal Albert Hall are just across the road. The area, known originally as Albertopolis, emerged as a location for national institutions in the arts and sciences after the Great Exhibition of 1851 largely because of the enthusiasm of Prince Albert. Relationships with neighbouring institutions are friendly and supportive.

Department

RCM Digital delivers technology, innovation, production and digital learning and has contact with all other departments and RCM students. All members of the RCM use the services we provide and manage, many are clients for our wide range of audio-visual services or studying courses we help run and support, and some are important partners in helping us deliver our service. This makes it a lively and friendly environment where interpersonal relationships play a crucial role in making everything happen.

The Royal College of Music is an Equal Opportunities employer.

Tiago Aguiar
IT Operations Manager
May 2026

