

Job Description

Job Title:	IT / AV Technician
Reporting to:	IT Manager, London
Direct Reports:	None
Grade:	Technical/Team Supervisory
Team:	IT
Group:	Finance & Resources

ABOUT THE RAF MUSEUM

The Royal Air Force Museum is a national museum, a Government non-departmental public body (NDPB) and a registered charity, with two sister sites at London and Cosford. RAF Museum Enterprises Ltd is the trading arm of the RAF Museum with all profits gift-aided to the Museum to support its charitable activities. Our purpose is to share the story of the Royal Air Force - past, present and future, using the stories of its people and our collections, to engage, entertain, inspire and encourage learning. Our overall vision is to inspire everyone with the RAF story – the people who shape it and its place in our lives.

The shared values that guide our planning and behaviour are:

- **INtegrity:** we are open, transparent and ethical
- **Sharing:** we work as a team to ensure our collections and expertise are accessible to all
- **Passion:** we care deeply about sharing our collections and their stories
- **Innovation:** we tell our stories and develop our business with creativity and imagination
- **Relevance:** we ensure our legacy by linking our histories with today and tomorrow
- **Excellence:** we are professional and strive to ensure excellence in all that we do

As an organisation, we aspire to be entrepreneurial, agile and sustainable in our approach, and have agreed five key strategic priorities which will underpin all that we do for the current strategic planning period to 2030:

- Inspiring innovative engagement, debate and reflection
- Connecting with communities and partners
- Inspiring our people within a dynamic, diverse and collaborative culture
- Fit for the future with brilliant basics
- Embedding an entrepreneurial, agile and sustainable approach

As a member of the RAF Museum team, you will play an important role in delivering our purpose

and achieving our vision, ensuring that the Royal Air Force's story continues to enrich and inspire current and future generations.

The Finance and Resources Group comprises the Finance, Human Resources (HR) and Volunteering, Estates, Development and IT teams. We support the Museum to manage and develop all resources and activities effectively and flexibly to meet its charitable objectives and strategic ambitions, within a professional, collaborative, diverse and entrepreneurial culture. The team is also responsible for ensuring that appropriate controls are in place to meet all legal and regulatory requirements.

Purpose of the Job

To provide support and be responsible for the day-to-day running, operation and installation of IT and audio-visual equipment, support the commercial operations and the digital gallery-based interactives.

Key Role Responsibilities

- To provide 1st line support for the Museum's Information Technology and Audio-Visual systems through performance of the job functions detailed below.
- Supporting all IT hardware, software & telephony, including looking after the incoming support tickets, especially in London but also covering Midlands and Stafford sites as needed
- Responsible for setting up new starters' IT profiles, deleting leavers' IT profiles and making any changes to staff profiles in a timely manner.
- Liaising with contractors, especially in relation to the managed printers contract, specifically for maintaining consumables on site.
- Managing the IT Department's supply of IT equipment, especially laptops and desktops, to new users, replacements, and repairs in accordance with the supplied documentation. Also managing the storage areas and ensuring that recycling, including Waste Electrical recycling, is routinely performed.
- Provide training as requested and in some semi-formal sessions on the use of IT equipment.
- Look after the status and configuration of shared computers in the meeting rooms.
- Support the IT Team's Cyber-Security policy by working with the vulnerability scanner and resolving issues where possible, with the support of the team.
- To work closely with the team in the provision of technical support to Museum exhibitions, events, and commercial functions.
- Providing 1st and 2nd line technical support and problem-solving for AV equipment.
- Support the gallery-based interactives and AV equipment, including outside of office hours.

- Supporting Windows desktop operating systems, Apple macOS, and mobile operating systems.
- Supporting Microsoft Technologies such as Office 365, Azure/Entra, and InTune.
- Monitoring of all gallery-based interactives.
- Monitor system backups and take charge of the tape library, and arrange for tapes to be sent to the remote site (Midlands).
- Ensure that IT / AV assets are maintained and recommend upgrades or replacements as appropriate.
- Providing technical support for Museum public and commercial events (which may occasionally be outside of office hours).
- Support the Museum's simulators and other commercial activities, with the assistance of the team and 3rd parties.
- Liaising with external 3rd party vendors to facilitate the resolution of issues.
- Supporting the IT Team with IT/AV projects.
- Undertaking any other IT/AV duties as may reasonably be required.

Additional General Responsibilities

Relationships

- Ensure effective communication with all stakeholders, both internally and externally.
- Work closely with other departments to deliver museum-wide programmes and objectives.
- Cultivate internal relationships that cross team boundaries and demonstrate positive collaboration and problem-solving with all team members.
- Build and maintain partnerships with relevant external contacts and stakeholders.

Budgets and Resources

- Work to reduce operational costs and maximise resources whilst maintaining standards of products and services.

Policies and Procedures

- Develop and maintain policies and procedures that support and deliver team objectives.
- Uphold both the spirit and letter of the Museums Association's Code of Ethics.
- Adhere to Museum policies, procedures and code of conduct, to protect people and the Museum's reputation, including GDPR, Health and Safety and Safeguarding policies and procedures.
- Professionally challenge procedures that do not add value to the Museum.

Personal Responsibilities

- Actively support and demonstrate the Museum's Values.

- Work as part of a team and support colleagues across the Museum.
- Protect the reputation of the Museum

General Consideration

- The above job description is not intended to be a comprehensive list of key responsibilities, duties or requirements, and you are expected to carry out any other duties commensurate with the scope and scale of your role. The job description should be reviewed regularly to ensure it remains an accurate reflection of your role.
- You will be expected to travel to other sites, as and when the role requires it, including outside the UK.

Person Specification:

The post holder **must** have (and be able to demonstrate) the following core/professional competencies:

COMPETENCY	DETAILS
Essential technical competencies	<ul style="list-style-type: none"> • Level 3 - IT qualification or relevant work experience. • Good level of general education, including GCSE English and maths, or equivalent. • Experience working in IT providing support of Microsoft Windows Desktop, Active Directory, LAN, Microsoft Office 365 and Mobile Devices from Samsung and Apple. • Knowledge of Apple Mac OS an advantage • Basic Knowledge of Networking, including patching, UTP cabling and TCP/IP. • Very competent with computer hardware, with the ability to maintain internal hardware on a PC/printer etc • Stays up to date with the latest trends and issues in IT and AV.
Communication & Engaging People	<ul style="list-style-type: none"> • Displays enthusiasm around activities, adopting a positive approach when interacting with others, and motivating team members. • Listens to, understands, respects and accepts different views, ideas and ways of working. • Expresses ideas and provides feedback in a timely and effective manner and with sensitivity and respect to others. • Gives credit and acknowledges contributions of individuals in team. Deals with team performance or behaviour, issues in a timely and suitable way. <p>Seeks effective ways of working with colleagues, team members and other stakeholders, sharing information, knowledge and experience.</p>
Decision Making & Problem Solving	<ul style="list-style-type: none"> • Uses experience and knowledge of standard practices, procedures or customs to evaluate problems and make appropriate decisions/provide appropriate advice. • Is able to deal with unfamiliar situations or issues in an effective manner, understanding when a situation requires reference to a relevant individual. • Takes initiative to suggest improvement ideas, sharing with the appropriate people in a constructive manner. <p>Takes ownership of problems in their own area of responsibility.</p>
Delivering	<ul style="list-style-type: none"> • Is able to organise own and others' activities to deliver to expected

Results	<p>standards and targets, with operational responsibility for a particular area.</p> <ul style="list-style-type: none"> Shows determination to meet own objectives and priorities and supports team members in doing the same. Considers and pre-empts situations that may require changes to own or, if applicable, team's priorities, and plans accordingly. <p>Remains positive and focused on achieving outcomes, despite setbacks.</p>
Change, Adaptability & Flexibility	<ul style="list-style-type: none"> Can be self-motivated in terms of proactively solving problems independently if possible Is receptive and/or pro-actively identifies and contributes to new ideas and approaches, and adapts accordingly. Has the ability to handle conflicting priorities. Ensures own or, if applicable, team, uncertainties around any proposed changes are promptly and constructively raised with the appropriate people/person. <p>Demonstrates an understanding of the need for change and adapts activities and approaches to successfully support the change.</p>
Professional Excellence	<ul style="list-style-type: none"> Demonstrates the appropriate level of technical and/or professional knowledge to fulfil the requirements of the role Demonstrate pro-activity in seeking opportunities to develop skills, knowledge and experience within own area Shows a willingness to take on new opportunities and activities to expand experience, skills and expertise
Strategy & Leadership	<ul style="list-style-type: none"> Understands the Museum's purpose, vision and strategic objectives, and how their own role, their team and other teams within the Museum, supports their achievement. Positively influences and motivates others, building trust and co-operation within and between teams. <p>Ability to encourage other team members to achieve their goals.</p>

The following are desirable:

COMPETENCY	DETAILS
Additional technical competencies	<ul style="list-style-type: none"> Experience of working within the heritage industry. Experience with Microsoft Technologies, including Hyper-V and Azure. Experience supporting projectors, media players, digital signage and EPOS. Knowledge of switches, routers, and VLANs.
Professional Excellence	<ul style="list-style-type: none"> Knowledge of current Health & Safety regulation. Knowledge of PCI-DSS, GDPR & WEEE compliance.

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