Edinburgh International Book Festival
Job Description: IT and Systems Officer

Contract
Permanent

Rate of pay
Circa £25,000 per annum plus 5% pension, and 34 days annual leave (including public holidays)

Key Dates
The Edinburgh International Book Festival runs for 18 days every August. The 2017 Festival will take place from 12 to 28 August 2017, with the Schools Gala Day on 29 August 2017.

Background
The Edinburgh International Book Festival is an international showcase celebrating the written word, literature and ideas; bringing together authors from all over the world to take part in public events. There is a strong strand of debate and discussion events on a range of ethical, cultural, political as well as literary issues, to complement the more traditional author interviews and readings. At the heart of all the Book Festival's activity is an integrated approach to education with the aim of expanding participation in literature and developing engaged, knowledgeable audiences of all ages.

The first Edinburgh International Book Festival took place in Charlotte Square Gardens in 1983. The original Festival had 30 author events; the 2016 Book Festival had over 770. We believe the Book Festival to be the largest and most successful public celebration of the written word in the world. Recent years have seen a number of innovations in the form and content of the Festival, in order to maintain and develop the Book Festival's position at the forefront of international literary Festivals.

The Baillie Gifford Children’s and Schools Programmes offer an extensive series of activities, workshops and interactive events for audiences ranging from babies to young adults, including a comprehensive series of outreach events in August. Around 13,000 school children from across Scotland attend the schools programme with a further 3,500 engaged through outreach activities.

A recent award from People's Postcode Lottery has enabled the Book Festival to expand its activities outwith the Festival. The new programme of work is called Booked! A celebration of words and ideas, Booked! blends the very best from groups and organisations across the country with the energy and excitement of the August Book Festival. Produced in collaboration with a variety of partners, this wide-ranging programme of events and activities brings authors, artists and audiences together to inspire each other and to be inspired, to share stories and experiences, and bring books to life for people of all ages in their own communities.

The Book Festival has an annual turnover of over £2 million, of which around 20% comes from Creative Scotland and the City of Edinburgh Council to support core operations. Around 80% of income is self generated, raised from sponsorship, trusts and philanthropy, ticket sales and the proceeds of our independent booksales subsidiary.

The Edinburgh International Book Festival is a founder member of Festivals Edinburgh, the umbrella organisation created by Edinburgh’s 12 major Festivals to lead on their joint strategic development and maintain their global competitive edge.
The Team
The Book Festival has a permanent staff of 24 throughout the year, expanding rapidly over the summer to a peak of around 120 staff during the Festival itself. All permanent staff are encouraged to play a role in the ongoing development of the organisation and are involved through a number of full-team planning and debrief meetings during the year.

The year round IT team consists of the IT and Systems Manager and the IT and Systems Officer. During the Festival and site build there are also two additional members of the site technical team dedicated to looking after venue AV systems, event production and author presentations who can also assist with networking and troubleshooting.

The Role
The Edinburgh International Book Festival has expanded over the last few years, both in terms of the size of our team and the scale and complexity of our work, and this role will help ensure that our growing IT needs are met.

The IT and Systems Officer will support the installation and maintenance of all aspects of the IT infrastructure and user requirements in our busy office environment throughout the year. They will also help deliver temporary solutions during the annual Book Festival in Charlotte Square Gardens. The challenges of running the Festival in August involve extending the existing office networks into Charlotte Square Gardens and introducing new backhaul to support these temporary networks. These include the public and private wifi provision and media partner streaming facilities (e.g. BBC). The IT team are also responsible for the booksales, box office, venue systems and caterer’s networks which all require configuring and cabling, in addition to the setup of back office and public facing workspaces.

The successful candidate will work closely with the IT and Systems Manager whilst also having autonomy over specific areas. The post represents an opportunity to learn new skills whilst delivering creative solutions in a busy arts festival environment. This is an exciting opportunity for a creative and motivated individual to contribute to the continuing growth of the Book Festival.

Key Duties & Responsibilities
- Maintain the network and server infrastructure in a busy office environment
- Offer desktop support and advice across a variety of software products and internal systems
- Troubleshoot desktop, IP phone and printer issues
- Induct new staff members and introduce them to the IT systems
- Manage existing hardware/software inventory and procurement
- Develop new systems and processes where required, in consultation with the IT & Systems Manager
- Work with the IT and Systems Manager and Box Office Manager to install and support the VIA Ticketing Box Office system.
- Install Cat5 networking and maintain various bespoke networks in Charlotte Square Gardens for the duration of the Festival with the rest of the IT team

Person Specification
The successful candidate will be skilled, adaptable and able to demonstrate the ability and willingness to work flexibly and show initiative. They will thrive in a busy, creative environment and be confident in prioritising a diverse workload with multiple deadlines. They will also be committed to developing their skills and will participate in training to ensure they reach their full potential in this role.

Essential
- At least two years professional IT experience
- Expert knowledge of Windows desktop environment and Office suite
- Thorough understanding of IP addressing and routing
- Experience of Windows server administration including domain Active Directory
• Excellent organisation, planning and prioritising skills, with the ability to work quickly and accurately
• A methodical and thorough approach to problem solving

Desirable
• Experience of writing SQL and database server administration
• Familiarity in applying scripting languages to problem solving
• Experience in writing custom database applications (desktop or web-based)
• Experience of installing Cat5 networking
• Familiarity with MS Access & VB

Personal attributes
• Communicates honestly, openly and consistently
• Pays the utmost attention to detail
• Always plans ahead but will adapt and develop as new opportunities arise
• Remains motivated, proactive and enthusiastic, and is resilient in the face of challenges
• Adopts a flexible, adaptable approach to tasks and relationships
• Has a commitment to equality, inclusivity and diversity

Terms and conditions
This is a permanent post based in the Book Festival’s offices at 5 Charlotte Square in central Edinburgh, and at the festival site in Charlotte Square Gardens during August. The normal working week is 40 hours (9:30am to 5:30pm Monday to Friday) although extra hours will be required in the lead up to and during the Festival period. There is no overtime allowance, but time off will be given in lieu for weekends worked during the Festival itself.

Permanent employees receive 34 days of paid holiday per annum, consisting of an allowance of 22 days as well as public holidays on Good Friday and Easter Monday, and a two-week discretionary shutdown over Christmas and New Year.

Unless otherwise stated, all staff are subject to a three-month probationary period and a performance review towards the end of the first festival cycle. Salary will be paid on the 28th of each month in arrears by bank transfer.

The Book Festival will pay a contribution of 5% of salary into our group pension scheme. Employees may make voluntary additional contributions through payroll.

We are committed to making the Book Festival as accessible as possible to sponsors, customers, participants and staff. If you have any specific access requirements, please let us know and we will do our best to meet your needs. The Edinburgh International Book Festival is an equal opportunity employer and an Investor in People.

Applications
Please read the job description carefully and complete the online application at https://www.edbookfest.co.uk/about-us/jobs and upload a letter which outlines how you meet the person specification, why you wish to work at the Book Festival and any other supporting information you feel relevant.

If you would like to discuss the role further, please contact Steve O’Connor, steve@edbookfest.co.uk or call the Book Festival office on 0131 718 5666.

Closing date: Monday 6th February 2017
Interviews: Monday 13th February 2017

Interviews will be held at the Book Festival offices at 5 Charlotte Square, Edinburgh EH2 4DR

The Edinburgh International Book Festival Ltd has its registered office at 5a Charlotte Square, EH2 4DR and is a company limited by guarantee (no SC 79939) with charitable status (SCO10120)