



IT Support Officer

Full-time and Permanent

Salary £31,781 - £34,793 (pay award pending)

Plus generous benefits package

Hybrid/ flexible working

About the role

We're looking for an experienced IT Support Officer to play a vital part in keeping our people and technology connected. If you have strong IT support experience and a talent for problem-solving alongside excellent customer service skills, we'd love to hear from you.

You'll provide high-quality technical support across all four of our inspiring galleries in the heart of Edinburgh, as well as for colleagues working flexibly. You'll work in an environment where technology plays a key role in enhancing both the visitor experience and our operational success.

This is a varied and rewarding role where no two days are the same. One moment you might be helping a colleague resolve a critical IT issue, and the next you could be supporting digital systems that shape the visitor journey.

As part of our small, dedicated IT team, you'll help support, maintain, and develop a wide range of IT, digital, and audio-visual systems. You'll work collaboratively to deliver first, second, and third-line support, manage service requests, and play an active role in projects that keep our technology modern and secure.

This is a fantastic opportunity to make a real difference in a world-class cultural setting, ensuring colleagues and visitors alike benefit from robust and responsive IT services.

The difference you'll make

Working as part of our IT Team, reporting to the IT Support Manager you'll play a key role in ensuring our systems run smoothly and securely. Your responsibilities will include:

- Providing IT, digital and audio-visual technologies in support of the visitor experience and the organisation's day-to-day operational activities.
- Providing first, second and third-line support for all IT and digital services, managing service desk tickets (incidents, service requests, and change requests) in line with agreed service management processes and service levels.
- Diagnosing and resolving application, system, network and desktop related queries, problems and faults.
- Installing, configuring, patching, and administering IT and digital systems.

nationalgalleries.org

National Galleries of Scotland is a charity registered in Scotland No. SC003728

VAT No. GB 1001904 82

- Keeping your technical skills and working knowledge of our information systems up to date with current market developments.
- Building sound working relationships with customers, suppliers, external/third party contractors and other contacts.
- Ensuring technical and user documentation is correct, relevant and updated.
- Assisting with IS/IT Projects and developments within the department.
- Installing, maintaining and disposing of hardware and peripherals in accordance with internal and associated external policies and procedures.
- Promoting IT best practice to all, offering advice on application and technology usage and IT Policy.
- Maintaining data confidentiality at all times and abiding by all internal and associated external policies and procedures.
- Continuing your professional development to stay ahead in your field.

Who we are looking for

To succeed in this role, you'll need the following range of knowledge, skills, and experience:

- Professional, further or higher education qualifications in an IT-related subject or equivalent experience.
- Proven and demonstrable IT Support experience in a multi desktop OS environment, preferably at least 1 year.
- Strong understanding and experience of service management principles (i.e. service desk processes) and service desk software packages.
- Excellent understanding of Microsoft technologies including Exchange, Microsoft 365, and Teams.
- Skilled in Active Directory and Group Policy administration and management.
- Excellent understanding of PC and peripheral architecture.
- Knowledge of remote software installation methods and management tools.
- Good understanding of IT networking fundamentals.
- Ability to keep up to date with new technologies.
- Strong customer focus and communication skills with the ability to communicate at all levels.
- Flexible and adaptable with solid problem-solving skills.
- Ability to follow and implement guidelines and procedures.
- A strong team player who can work independently as the situation dictates.
- Ability to prioritise and manage varied workloads in an ever-changing environment.

It would also be great if you have:

- Understanding of ITIL Framework and practical application of IT service desks.
- Recognised IT or vocational customer services qualification.
- Understanding of IT compliance.

nationalgalleries.org

National Galleries of Scotland is a charity registered in Scotland No. SC003728
VAT No. GB 1001904 82

We are National Galleries of Scotland

Our three Edinburgh galleries are the National, Modern and Portrait. We house and look after Scotland's amazing world-class art collection – one of the finest in the world. Step inside and explore treasures from Botticelli and Titian to the very best modern art to contemporary portraits of pop culture icons. And, as you'd expect, the world's greatest collection of Scottish art, our national collection. We also have an outstanding collection of Western art from the late Middle Ages to the present day.

We're a space for thinking, dreaming, doing, and playing. Soak up the art. Meet friends in the cafés. Have a family picnic surrounded by the sculptures in the Modern grounds. Be inspired by our amazing art films. Choose your own experience. There is no one way to enjoy Scotland's national collection. We are yours to discover.

As well as displaying our art at our three Edinburgh sites, we also share it through an active programme of partnership across Scotland, the rest of the UK and abroad, as well as online.

We conserve and research our collections and we are committed to reaching the widest possible audience through our ambitious plans. Visitor numbers to our sites in Edinburgh totalled an average of 2.5m visitors a year in the years prior to the global pandemic.

What's important to us

We make art work for everyone. That's our purpose and it drives everything we do. This is an exciting time for us, as we move forward with our engaging strategic vision: Art for Scotland: Inspiration for the World.

We're putting our audience at the heart of what we do. Matching Scotland's rich collection, our expertise and creativity with the needs and wants of our visitors. Finding new ways to connect with more people and create an innovative, inclusive organisation that can meet the challenges of our ever-evolving world.

We're committed to looking at how we operate as well as how we engage our audiences. We will play our part in tackling the Climate Emergency, and we're embedding Equality, Diversity, and Inclusion (EDI) in the way we work. We want everyone to feel a sense of belonging and freedom to be themselves at work or at play with us.

What's on offer for you

Our colleagues will tell you great things about working here. We aim to ensure the National Galleries of Scotland is a great place to work, where our people thrive in a culture where we are trusted, empowered, and engaged to achieve our true potential. We offer a range of benefits to promote healthy working lifestyles for all our colleagues. Details specific to this role are:

Salary

£31,781 - £34,793 per annum (pay award pending). Starting salaries will normally be at the minimum rate depending on experience.

Hours

You'll work 35 hours per week, Monday to Friday, with a one-hour unpaid lunch break each day.

nationalgalleries.org

National Galleries of Scotland is a charity registered in Scotland No. SC003728
VAT No. GB 1001904 82

Holidays

When you first join, you'll get 36.5 days holidays per year (including public and privilege holidays). After 5 years your annual leave will increase to 41.5 days.

Where you'll be based

You will be based at Modern One, 75 Belford Road, Edinburgh, EH4 3DR where free car parking is available on site.

We are committed to supporting flexible working options for all our staff, including remote working, flexitime, and other flexible arrangements. As this is a support role you will generally be expected to work on-site 3 days per week as a minimum, with the opportunity to work remotely 2 days per week. On occasion, there may be operational needs for you to attend sites at short notice across all our Galleries based in the heart of Edinburgh - the National, Portrait, and Modern (One and Two).

Pension

We are a [Civil Service Pension](#) employer. You get to choose if you want a defined benefit or stakeholder pension. The benefits of joining the scheme include [generous employer contributions](#) to your future pension, life assurance, and options to increase your pension. If you join the alpha Civil Service pension scheme our contribution will be 28.97% for this role.

Other benefits

Family friendly working policies, free or discounted entry to various visitor attractions, staff discount at our shops and cafés, Cycle to Work Scheme, wellbeing support and services including our Employee Assistance Programme.

The closing date for completed applications is 12 noon on Monday, 15 September 2025.

Please note that the successful candidate will be subject to Basic Disclosure Scotland security clearance.