



Job Pack: IT Assistant

Who we are

Eureka! is a well known and well-loved family and children's visitor attraction in the north of England. We are 30 years old in 2022, and at a pivotal moment in the history of our organisation.

In 2022 we will open a brand-new Eureka! visitor attraction in Wirral. Eureka! Science + Discovery will be a high-profile addition to the exciting cultural landscape of the Liverpool City Region, a crucial element in the regeneration of the left bank of the River Mersey, and the only Science and Discovery centre specifically for children and young people aged 6 - 14 in the UK.

Our new science and discovery centre will complement Eureka!'s National Children's Museum located in Halifax, West Yorkshire. The National Children's Museum remains the UK's *only* dedicated children's museum – an interactive hands-on experience specifically for children aged 0 – 11.

Eureka! is an independent and self-sufficient educational charity which relies on earned revenue primarily from admissions to sustain operations and ensure families from all backgrounds can benefit from the play and learning opportunities offered.



Our Values

Our values make us who we are and inform the way we work. We wouldn't compromise them under any circumstances because they're the building blocks of our brand.

- We are **captivating**

Eureka! exists to capture children's and young people's imaginations, inspiring them to learn, develop and grow in confidence within a playful, engaging and thought-provoking space.

- We are **involving**

Eureka! is for everyone. Every community, every family and every child and young person – regardless of background or ability – is invited to spend time discovering and learning in a nurturing yet challenging environment.

- We are **expert**

Our collective knowledge of children's development, play and discovery-based learning and exhibition design combined with an active co-creation process results in rich and meaningful experiences grounded in solid research and contemporary approaches.

- We are **pioneering**

Eureka! was the UK's first children's museum and set the gold standard for playful learning experiences in museums and galleries throughout the country. We continue to sustain this approach, looking to the future, taking risks and always being one step ahead of the sector.

IT Assistant

Eureka! The National Children's Museum and Eureka! Science + Discovery

This is a brand new and exciting role, primarily based at Eureka! The National Children's Museum in Halifax. This role will also have responsibility for IT systems at Eureka! Science + Discovery, based in Wirral and opening in autumn 2022.

The primary focus for the role will be to provide in-house IT systems support and to liaise with third party support to provide Eureka! with effective IT systems and any required management information. Working across both sites, this role will be responsible for the management of IT hardware, software, internal and external networks, internal systems, CRM and finance packages.

Principal Responsibilities

- Assisting with the management of ICT hardware and software systems, management of the network and advising on future developments.
- Assisting with management and housekeeping of internal systems and programmes and advise on future developments.
- Help identify opportunities to improve the use of ICT systems.
- Research systems and solutions, reporting to senior staff on how these developments can be used effectively.
- Provide technical support to all staff, and visitors, in relation to the purchase and use of our products and attractions.
- Organise work schedules, training, and development of ICT systems.
- You will be the first port of call for all technical issues, working with third party support departments until they are resolved.
- Responsible for the preparation of specifications for all hardware and software requirements throughout the company liaising with suppliers as appropriate.
- Advise senior staff on purchases and development for ICT in line with future development plans, and as advised by external third parties.
- Responsible for the maintenance and inventory of ICT stocks and supplies and redeployment of resources when necessary.
- Work within Health & Safety guidelines.
- Responsible for data and systems security including housekeeping, restoring backups and checking logs and the maintenance of a virus-free environment.
- Organise and undertake appropriate training for all staff in using computer systems and the applications chosen by Eureka!
- Produce risk assessments, user manuals or training procedures in relation to the companies' technical systems.
- Responsible for investigating IT legislation and government directives and reporting these to senior managers.

Person Specification

We're looking for someone who has:

- A relevant industry recognised qualification *OR* GCSEs in Maths and Science Grade A* - C or equivalent
- A minimum of two years' experience in an equivalent role
- A hands-on approach and a willingness to learn
- The ability to work under pressure
- Excellent interpersonal skills and ability to communicate at all levels
- Process / procedure focused
- Good analytical skills
- Highly organised, with the ability to plan for short- to medium-term objectives
- Strong service attitude: building lasting customer relationships, striving for efficiency and effectiveness
- Commitment to Quality Standards and continuous improvement

Technical Requirements

- Windows 10 Operating System
- Windows Office 365 and Azure
- Microsoft Office 365 Exchange Online
- Microsoft SQL Server
- Experience of Cloud Storage Solution Management
- Experience of backup technologies
- Understanding of CRM terminologies
- Experience of firewalls, routers and switches
- Understanding of security related products
- Knowledge and use of Visitor Management Software, ideally GAMMA
- Experience of EPOS systems
- Experience of Web design, and graphic design software.

Additional Information

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| Job Title: | IT Assistant |
| Reports to: | Operations & Projects Director |
| Remuneration: | £19,000 - £22,000 depending on experience, 25 days annual leave |
| Contract: | Permanent contract, 37.5 hours per week with 6 month probationary period |
| Location: | Eureka! The National Children's Museum, Halifax, HX1 2NE with travel to Eureka! Science + Discovery, Wirral, CH44 6QY, initially every two weeks reducing to once a month |
| Special features: | Occasional weekend, Bank Holiday and evening work as required Operating as a member of the ICT Strategy group for initiating change |

Eureka! support staff through all aspects of work and personal life via our free and confidential Employee Assistance Programme run by AXA.



Process and interview dates

- To apply, please send your current CV and a covering letter to jobs@eureka.org.uk.
- In the cover letter please include detail on the points below:
 - Why you would like to work for Eureka!
 - How you fit the person and technical specifications
- If you would like to discuss this opportunity with us please contact our HR Manager, Sarah Lister on sarah.lister@eureka.org.uk

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| • Closing date for applications | 28 th November |
| • Shortlisting and invitation to interview | w/c 29 th November |
| • Interview dates | w/c 6 th December |

