



IT SYSTEMS COORDINATOR

The London Symphony Orchestra

As the resident orchestra of the Barbican Centre, the LSO presents some 70 concerts here each year, performing the highest quality music from the core symphonic repertoire, as well as music by living or lesser-known composers. Other concert engagements in the UK provide additional opportunities for the Orchestra to be heard nationally, whilst the Orchestra's major international touring programme brings the LSO to a global audience, particularly through annual residencies in New York and Paris and regular visits to Japan, China, the USA and Europe.

The LSO's activities also include an inspirational and pioneering education and community programme, LSO Discovery, and an award-winning record label, LSO Live, which enables the Orchestra's music to be heard by a global audience through digital recordings. LSO St Luke's, the UBS and LSO music education centre, adds a unique dimension to the work of the Orchestra, being the home of LSO Discovery, LSO rehearsals, and a substantial public concert programme, with many performances broadcast by the BBC. A beautiful and flexible space with excellent technical facilities, the venue generates income by attracting a range of artistic, corporate, and private hires which contributes to the cost of running and maintaining the Grade 1 Listed building to a high standard.



Technology

The London Symphony Orchestra makes use of a wide range of technologies both behind the scenes and increasingly to support digital platforms and events at home at the Barbican and its venue LSO St. Luke's. Alongside standard "back office" services, Digital Asset Management, the Raiser's Edge CRM, a dedicated web-based scheduling database, and fundraising systems support the LSO's wide-ranging activities. At LSO St Luke's, IP infrastructure underpins the system control, presentation, and camera systems that support the venue's mix of commercial and education activities.

Role Overview

The role of the IT Systems Coordinator is to oversee and coordinate the LSO's desktop, network, data and communications infrastructure, owning security, and day-to-day performance while providing hands-on support, training, and technical guidance across the organisation. We envisage this role taking more ownership over time, and there is opportunity for growth and development.

Main purpose of the job

This post is in the LSO Technology Department, working closely with and supporting the LSO administration at the Barbican Centre, LSO St Luke's, a total of around 95 users. The post holder will be responsible for the smooth day-to-day running of the local networks, servers, phone systems, Internet connections, PCs and peripherals, databases, and other applications. They will have direct experience of a wide range of network and desktop hardware, software, and procedures, and can learn quickly and adapt to changes and innovative approaches.



The post holder will also work closely with the LSO St Luke's Team where technology and dedicated support form a significant part of the artistic, educational, and commercial activity at LSO St Luke's.

As the technology needs of the LSO evolve, so do the potential solutions – continual learning, delivery and guidance of new technologies will be a significant part of the role, with the ongoing development of CRM, extended use of digital asset management and Office 365 featuring in our plans for the next two years.

Reporting to

Head of LSO Technology

Role Duration

Permanent

Location

Based at Barbican Centre

Hours

37.5 hours per week.

Salary

£33,000 - £37,000 per annum

Benefits

- 25 days annual leave, plus bank holidays.
- Interest-free loan for a season travel ticket.
- Membership of company pension scheme with enhanced contributions in line with scheme rules.
- Cycle-to-Work scheme.
- Employee Assistance programme.
- Free tickets to LSO concerts at the Barbican and Lunchtime Concerts at LSO St Luke's (subject to availability).

Main Responsibilities

Technical and Support

- Coordinate the maintenance, repair and lifecycle management of PCs, servers, and associated network infrastructure, escalating and resolving complex issues.
- Take ownership of the helpdesk function, ensuring effective triage, resolution, and escalation along with documentation of cases.
- Manage a wide variety of software services including Business Apps, Wi-Fi deployments, email, and web security services.
- Own patch management across the estate, including monitoring managed service providers (MSPs) for timely patch compliance.
- Develop and apply scripting and automation (PowerShell, and Bash where relevant) to streamline user management, updates, and log review, reducing manual admin overhead.

Security & Access Management

- Own and maintain the organisation's identity and access management approach, including role-based access control (RBAC) across systems such as SharePoint, reviewing, and correcting inherited or legacy permission structures.
- Lead the migration of mobile device management (MDM) to Microsoft Intune, coordinating enrolment, policy configuration and device compliance across desktop and mobile devices.
- Maintain awareness of relevant security frameworks and apply best practice to system configuration and access policy.
- Create and maintain network systems to ensure it is securely managed, well documented and run efficiently, safeguarding business continuity.



Infrastructure, Cloud & Monitoring

- Contribute to virtualisation and cloud strategy (e.g. Hyper-V, and cloud platforms such as Azure or AWS), supporting the evaluation and deployment of cloud-based services.
- Support enterprise network infrastructure beyond the desktop, including wireless access points and connected building systems (e.g. CCTV)

Training

- Support and train users on LSO systems.
- Help to identify training requirements and produce documentation and in-house training courses.
- Develop, research, and lead a cyber awareness training rollout to the company, targeting common attack vectors and emerging technologies.

Other

- Working with the Head of Technology, help to develop and implement the organisation's overall ICT Strategy
- Working with the Head of Technology and LSO St Luke's Technical Manager, source suppliers, obtain competitive quotes, manage procurement, and ensure budgets are maintained.
- Liaise closely with LSO's Development department regarding funding proposals for IT projects.
- Deputise for the Head of Technology when required.



Responsibilities for Future Development

As the role develops, there is genuine scope for specialisation and advancement, including, but not limited to the responsibilities below:

Technical and Support

- Liaising with and becoming the key contact with maintenance providers, support companies, and contractors, and manage maintenance, support, and software contracts.
- Provide setup and coordination of technology-heavy events at LSO St Luke's and for LSO meetings at the Barbican.
- Manage data backup, replication and recovery using Veeam, including regular testing of restore procedures to safeguard business continuity.
- Assist with the administration of the LSO's databases, including data management, reporting, and troubleshooting.

Infrastructure, Cloud & Monitoring

- Implement and maintain monitoring tools, logging and alerting to improve system reliability and reduce time to detection.
- Lead root cause analysis on incidents and own the incident management process from detection through to resolution and post-incident documentation.

Projects

- Working with the Head of Technology and Marketing Department, consult with Barbican IT on box office, CRM, and website developments.
- Contribute to the development of ideas and projects for improved departmental and inter-departmental communications and operations.

Experience and Skills Required

Essential

- At least 2 years of practical experience, of which one year should involve server and network support
- Enterprise desktop support for PC and Mac, primarily Windows 11
- Active Directory and Entra Hybrid administration
- Cloud platform management, primarily Office 365
- Software and patch management, multi-platform, and systems
- Wired and wireless network management
- Mobile device support
- Vendor and contract management
- Data backup and archiving
- Staff training

Desirable

- Physical and virtual server (Hyper-V) administration (on premise and cloud, Windows, and Linux)
- Desktop architecture and build automation
- Database and CRM administration
- Firewall and security management
- Voice and collaboration systems administration
- Support for audio visual technology and broadcast/streaming services
- Experience of working in an arts, non-profit or education environment



Person Specification - Essential

- Strong technical skills and in-depth ICT knowledge
- Possess analytical and logical thinking to diagnose and solve problems quickly
- Ability to work calmly in a pressurised environment and deal with conflicting priorities
- Excellent communication and organisational skills, with the ability to explain technical issues clearly to non-technical staff
- Good team working skills, with a customer focused approach
- Ability to use technology creatively to build cost effective solutions for the LSO

Person Specification – Desirable

- Formal training such as MCSE, ITIL or similar
- SQL query experience

How to Apply

Application deadline: 12pm Friday 30 October 2026

Interviews will be held in the week beginning 2 November 2026.

If you would like to apply for this role, please visit the LSO Careers page, where you will be asked to complete our application and equal opportunities form. If you are unable to complete the application form, please contact Oli McGinnes (oli.mcginnes@lso.co.uk) for assistance.

If you have questions about the role, please contact Richard Surmon, Head of Technology (richard.surmon@lso.co.uk).

As an equal opportunities employer, the LSO is committed to the equal treatment of all current and prospective employees and does not condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity, or marriage and civil partnership.

We aspire to have a diverse and inclusive workplace and strongly encourage suitably qualified applicants from a wide range of backgrounds to apply and join the LSO.

As a **Disability Confident Employer**, the LSO is committed to making the recruitment process as accessible as possible. If you require any reasonable adjustments during the process, please contact people@lso.co.uk.

For more information on DEI at the LSO, please see lso.co.uk/policies

