

IT Manager – Role Profile

Title	IT Manager
Reporting to	Director of Business Support
Purpose of the Role	
<p>The IT Manager will provide effective IT & telecommunications assistance across all aspects of the business. The position is responsible for supporting and maintaining the Server and Desktop operating systems and Microsoft Exchange environment plus general maintenance of all IT-related hardware/software. The position provides exposure to a broad range of IT-related projects and activities.</p>	
Key Responsibilities	
<ul style="list-style-type: none"> • Overall accountability for IT operations and priorities for the team by working closely with the Senior Management team to provide a “best in class” IT Support service • Responsible for taking a leading role in all planning processes relating to IT, including the development and execution of individual work plans, ensuring structures are in place to provide feedback as these progress, business continuity and disaster recovery. • Management and professional development of the IT Team including one to ones and appraisals. • Encourage users to adopt good IT practice and ensure correct and appropriate use of equipment. • Management of the IT budget, ensuring internal procurement process is followed for all purchases, that relevant records are kept, and reports can be issued to leadership as and when requested. • Responsible for the maintenance of up-to-date documentation of all relevant IT systems and hardware, including any maintenance contracts and warranties. • Management of the IT helpdesk supplying KPI and MI reporting, implementing changes based on monitored metrics. • IT Release Management, agreeing, drafting, communicating, and undertaking systems and service releases • Recording all changes accordingly and utilising downtime and service notices correctly. • Responsible for asset management by ensuring a “lean” inventory of items. • Ensure all systems maintain confidentiality by following key business data protection objectives • Ensuring that there is suitable governance in IT to maintain security standards. • Ensuring that PCI compliance standards are being maintained, updated, and achieved working with third party supplies and external auditors. 	

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Key Skills
<ul style="list-style-type: none"> • Competent (and confident) in all technical aspects of IT engineering (ideally gained within a similar environment) • Accuracy and an eye for detail • Demonstrable ability to think around issues, thinking outside of the box to provide quality support • Ability to plan and organise own work whilst managing multiple tasks simultaneously • Ability to solve problems, manage and meet deadlines and maintain a high quality of work • Possess flexibility and adaptability to manage changing work requirements and varying volumes of work, including ability to work well • Experience of coaching and mentoring staff • Well versed in Windows Server 2016 / 2019, Windows 10, VMWare • Strong understanding of company IT strategy • Proven experience of IT security administration and risk assessment • O365 / Admin Centre experience required • User and licenses reconciliation • Conducting bespoke infrastructure projects • Liaising with stakeholders on requirements • Ensuring all IT equipment functions and is maintained • Developing supporting guidance and training tools • Working extra hours to meet deadlines, as required and where reasonable • Ensuring that a high level of customer service and support is provided to all internal and external customers • Proactive interaction with other functions with ability to work on own and as a team player
Qualifications
<p>Relevant IT related degree qualification with the ability to demonstrate experience in the following areas:</p> <ul style="list-style-type: none"> • Management of IT teams • Experience in, computer networking and security, networks and communications systems, computer science, digital communications, and networks. • Understanding of Infrastructure and applications ideally in retail related industries • Delivery using on premise and cloud platforms and technologies • A minimum of 5 years of IT service delivery and project delivery experience