Job Description

KnowledgePoint
Where learning lives

Job Details

Job Title	IT Manager
Team	Systems
Job Type	Full-time
Reports To	Head of Digital Services
Responsible For	ServiceDesk employees
Working Hours	Monday to Friday, 9:00 am – 5:30 pm. From time to time there will be a requirement to change normal working hours due to operational need.

Overall Purpose of the Role

To manage the IT requirements of the business whilst providing support to the Head of Digital Services to ensure the completion of workloads set and general team responsibilities. You will also be responsible for managing the Company's IT infrastructure, ensuring these are performing to the required standards, with documented processes and procedures in place to provide business continuity, and ensuring a high level of information security is achieved.

Key Personal Responsibilities

- ❑ Take responsibility for the IT budget, planning renewals, licensing and additional purchases, several years in advance and ensuring value for money.
- ❑ Perform testing and evaluation of new technologies; identify key projects and workstreams, consult where necessary and implement - or oversee implementation, prioritising major tasks and upgrades in liaison with other staff and teams.
- ❑ Perform system administration including monitoring, maintaining and improving the OnPremise and cloud IT infrastructure to provide availability and performance that exceeds the needs of the Company.
- ❑ To research and recommend IT solutions to be able to continuously improve existing services and provide additional or enhanced services.
- ❑ To ensure that our Asset Registers are maintained and regularly audited.
- ❑ To identify, assess and plan for and facilitate the treatment of areas of risk related to the Company's IT infrastructure.
- ❑ To proactively engage in the continuous improvement of the Company's processes and procedures with regard to Information Security, Business Continuity and Compliance.
- ❑ To ensure IT procedures are developed in accordance with the appropriate standards and are documented and audited regularly, ensuring process documents are controlled and available to all relevant staff members.
- ❑ To ensure that all IT staff follow and adhere to IT and Company procedures.
- ❑ To ensure all team members are trained, or are being trained, to agreed standards and schedule as detailed in the relevant training plan, whilst ensuring the relevant documentation is completed promptly and accurately.
- ❑ To uphold a positive attitude to your personal development and training.
- ❑ To ensure team moral and motivation is maintained to a high level at all times.
- ❑ To promote teamwork in all areas of the business to help achieve common goals and targets.
- ❑ To ensure employee reviews are conducted effectively and on schedule, ensuring performance issues are documented clearly and objectives and targets are set and monitored to promote improvement.
- ❑ To conduct or participate in the Company disciplinary process when required.
- ❑ To review resources and make recommendations to the Strategic IT Manager when a change in resource is required.
- ❑ Participate in the recruitment process when required.
- ❑ To provide full support to your work colleagues and managers by undertaking any reasonable tasks requested.

Other Responsibilities:
- ❑ To work closely with the other shifts, teams and departments to improve processes and ensure our customers' needs are met.
- ❑ To ensure all Technical, Systems and Company procedures are followed and maintained effectively by yourself and all team members.

- ❑ Ensure a high standard of housekeeping and file management is maintained in all work areas.
- ❑ Ensure all ActionPoints assigned to the program are investigated and completed within the agreed timescales, ensuring investigations are thorough and preventative measures are relevant and achievable.
- ❑ Proactively lead and participate in continuous improvement initiatives and use your initiative and creativity to promote improvement throughout the business.
- ❑ Ensure all processes relating to the absence and holiday procedures are completed efficiently and accurately.
- ❑ Ensure that all Systems and personal SLAs and targets/objectives are met.

Key Company Responsibilities

- ❑ To promote equality, diversity and Human Rights in working practices by developing and maintaining positive working relationships, ensuring that colleagues are treated fairly, and contributing to developing equality of opportunity in working practices
- ❑ To ensure all work undertaken is in line with Data Protection requirements and a high degree of confidentiality is maintained at all times
- ❑ To ensure your behaviour complies with organisational values and you work effectively to meet the demands of your role. Identify, implement and monitor development activities to enhance your own performance
- ❑ To make best use of technology in support of your role, ensuring correct operation and compliance with organisational and legal requirements
- ❑ To ensure welfare, health & safety standards and procedures are upheld and maintained at all times with regard to yourself and colleagues in line with organisational and legal requirements
- ❑ To understand and maintain all Company accreditations by ensuring compliance to relevant processes, standards and operating procedures
- ❑ To provide a reliable and consistent service to support the learning industry ensuring customer's requirements are met at all times and to the highest standards