

Job role: IT Manager



Responsible to: CITO

Band: Senior Manager

Department: Operations & Information Technology

PURPOSE

To manage the Society's I.T. team, ensuring the secure and effective support and operation of all information systems, applications, hardware and software.

Support the delivery of corporate objectives through by the development and implementation of key deliveries / projects, process improvements, and definition of policies and procedures.

Responsible for all data protection matters within your area of the business as an information owner. First line risk owner for the IT area.

Strategy and Change

- Contribute to the development of information system strategies and solutions that support the delivery of the society's corporate objectives
- Assist with the identification of process improvement opportunities
- Help define priorities through the definition and tracking of benefit cases for new demand.
- Ensure effective and appropriate planning, scheduling and testing of system changes or upgrades
- Support end-users with effective user test planning and execution for new systems and upgrades
- Ensure the effect management of change through the deployment of best practice change management principles and adherence to society policies.

IT Service Management

- Ensure effective IT service and supplier management of the society's information systems
- Ensure the effective management of user help-desk/support services and delivery of agreed support service levels, including effective management of day to day IT related incidents/issies;
- Forecast and track the Information Technology budget, and seek to optimise IT related costs/value for the society
- Ensure that software licensing laws are adhered to.
- Ensure the effective support and ongoing development of business and management information services;

Security and Risk

- Ensure that systems are resilient through appropriate backup and recovery strategies, eliminating single points of failure and disaster recovery testing.
- Ensure solutions are secure though appropriate access controls, scanning and testing, monitoring and remediation of risks and issues.
- Ensure effective data governance is in place, including ongoing compliance with society's information security and data protection policies;

Team Management

- Ensure the team have the skills and capacity to meet its accountabilities / responsibilities, including appropriate recruitment, mentoring and training
- Ensure objectives are set and tracked for all team members

- **Teamwork** - Actively participate in, and facilitate, team effectiveness; taking actions that demonstrate consideration for the feelings and needs of others; being aware of the effect of one's behaviour on others
- **Planning and organisation** – establish a course of action for self or others to accomplish a specific goal by setting priorities, allocating time and maintaining an awareness of interrelationships among activities
- **Collaboration** - working effectively with others in the organisation outside the line of formal authority (such as peers in other units or senior management) to accomplish organisational goals and to identify and resolve problems
- **Communication** - Expressing ideas effectively in individual and group situations; adjusting language or terminology to the characteristics and needs of the audience
- **Persuasiveness** – Approaches negotiations with the objective of a win-win situation. Ensures that people likely to be affected by any new activity have been involved in developing the activity. Elicits the views of others and uses them to develop counter-arguments or new positions
- **Problem-Solving and Critical Thinking** - the ability to identify issues, analyze root causes, brainstorm diverse solutions, evaluate options, and implement the best solution.
- **Continuous Learning and Development** - ongoing, proactive development of new knowledge, skills, and behaviors to improve personal and team effectiveness.

KNOWLEDGE/SKILL/EXPERIENCE

- Experience of IT management in a support and/or solution development capacity
- People Management / Team Leadership
- IT Service and Supplier Management
- Project Delivery / Change Management, including experience of both agile and waterfall.
- System Support/Helpdesk Best Practices.
- Hands on experience of BI/MI development
- Experience of IT analysis / design
- Budget Management
- Broad knowledge of IT hosting and software solutions