Job role:
IT Systems Manager

Responsible to: CITO

Band: Mgt / Specialist

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. We are a small team, so the role will be hands on, while also ensuring the effective contribution of the whole IT team

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

KEY RESPONSIBILITIES

Strategy and Change
- Contribute to the development of information solutions and strategies, that support the delivery of the society's corporate objectives
- Assist with the identification and implementation 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 helpdesk/support services and delivery of agreed support service levels, including effective management of day to day IT related incidents/issues
- Forecast and track the Information Technology budget, and seek to optimise IT related costs/value for the society
- Ensure that software licensing rules are adhered to.

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
- Continuously improve the team's efficiency, through appropriate work and project management techniques.

CORE COMPETENCIES

- **Teamwork** - Actively participate in, and facilitation of, 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 counterarguments or new positions
- **Analytical and Problem-Solving** - Transforms raw data into meaningful insights by applying strong analytical thinking and attention to detail. Able to identify issues, analyze root causes, brainstorm potential 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

This is a hands-on role. Any successful candidate will have some experience of developing and implementing software solutions. Experience should include:

- Hands on experience of BI/MI development (hands on SQL / relational database experience, ideally with SQL Server)
- Microsoft 365 platform, and automation / MI capability
- IT management in a support and/or solution development capacity
- People Management / Team Leadership
- IT Service and Supplier Management
- Project Delivery / Change Management, including knowledge of both agile and waterfall practices.
- IT analysis / design
- Budget Management
- Broad knowledge of IT hosting and software solutions

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