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Job Description and Person Specification
ICT Manager

Job purpose:

As part of the Digital Team and working closely with the Digital Development Manager, the ICT Manager is responsible for the day-to-day management and functionality of company IT and telephony systems and advising on the development of ICT systems and solutions, predominantly for staff (onsite and peripatetic), visitors and customers.

Reports to: Director of Marketing and Business Development

Direct reports: None

Key responsibilities:

As a leader in the company IT function, the ICT Manager role supports all aspects of IT systems and software that is needed to support SFE's operational delivery activity, at all times ensuring compliance with data management legislation and the security of company data.

The post holder will be accountable for:
- Running regular checks on network and data security
- Managing Office Azure and Office 365 environments (creating users, password resets and permissions)
- Troubleshoot hardware and software issues relating to IT, including providing "Helpdesk" support for IT Users and maintaining ICT systems in line with operational requirements (computers, servers, tablets, mobile and landline telephone systems), including all aspects of server and network administration
- Configuring, repairing, and upgrading IT Devices (laptops, desktops, iOS devices, mobile phones, etc) as appropriate.
- Developing and implementing IT policy and best practice guides for the organisation
- Conducting regular system audits
- Analysing business requirements and system performance, together with partnering with key stakeholders across the organisation, to identify and develop solutions to improve and update software and systems
- Overseeing and determining timeframes for major IT projects including system updates, upgrades, migrations and outages
- Assessing vendors and developing test strategies for new hardware and software
- Managing and reporting on allocation of IT budget
- Designing and developing training for staff, as appropriate

Expected outcomes and impact:
- Develop and maintain a professional, organization-wide IT and systems development function.
- Maintain organisational effectiveness, efficiency and productivity by maximising systems availability, reliability and functionality
- Provides timely response to user queries and acts quickly to minimise system downtime and maintain operational delivery activity
- Monitors trends in order to identify and recommend developments that would improve business performance
- Recommends ICT strategies, policies and procedures aligned to business strategy and desired outcomes
- Maintains quality service by establishing and enforcing organisational standards
- Preserves assets by implementing disaster recovery/back-up procedures and information security and control systems/procedures
- Maintains and develops professional and technical knowledge through participation in regular CPD activity
- Proactively contribute to the success of SFE through supporting the business in the achievement of its purpose and mission.

Person Specification - ICT Manager

Factors	Essential	Desirable	Assessment Method
Qualifications	• Degree or other applicable professional qualification, or equivalent experience		CV Copies of relevant certifications provided before/at interview
Training	• Evidence of Continuing Professional Development		CV Interview
Experience	Proven track record (with quantifiable evidence) and experience of: • Experience of working in IT Operations, ideally either as a senior member of an IT team or as an IT Manager • Managing Office 365 environments, including user management, SharePoint, Email, Permissions, Security, Back Ups, Licences and Teams • Front line IT support for staff and customers • Large-scale device roll outs • Device management - servers, laptops, desktops, iPads and mobile phones • Sound knowledge of operating systems - Windows and iOS • Windows network environments - switching and cabling • Windows server - users, groups, printing, shared internet, network files, policies • Knowledge of WordPress CMS • Cloud Telephony experience • Wi-Fi management • Anti-virus and threat protection • Financial processes (e.g. procurement, budgeting and management of suppliers/vendors) • Working in the commercial	• Linux Server Management • Knowledge of Salesforce CRM • Advanced Office 365, Microsoft Graph, PowerShell • Working in the education sector	CV Interview
Knowledge and Skills	• In depth knowledge of current data protection and security legislation • Excellent analytical and project management skills • Excellent customer service & interpersonal skills • Strong organisational skills • Problem solving skills • Able to work under pressure – to prioritise, multitask and manage time effectively in a busy environment		CV Interview

	• Incident management, resolution & progression techniques • Confident in training staff in IT equipment & software			
Personal Qualities	• Innovative and self-motivated • Proactive and solution focused • Ability to work flexibly and manage own workload • Ability to work effectively as part of a team • Ability to work collaboratively with peers and senior executives, stakeholders and customers • High level of integrity, honesty and professionalism • Ability to deal sensitively with people and resolve conflicts • Seeks advice and support when necessary • Strong personal commitment to diversity and inclusion • A willingness to share and embrace the charity's principles and values			CV Interview