

## ROLE PROFILE

<b>Job Title:</b>	IT Manager (on-site)
<b>Based:</b>	Reading – multiple sites
<b>Hours:</b>	tbc – within the hours of 9-5pm
<b>Contract:</b>	Permanent
<b>Reporting to:</b>	Head of Finance
<b>Remuneration:</b>	£30,000 - £32,000 per annum FTE
<b>Direct Reports:</b>	Not applicable

### Job Purpose:

You will be responsible for the day-to-day management, support and overseeing of the IT Service, Infrastructure and Operations to ensure business continuity of infrastructure, operations and acceptable IT services are provided and delivered effectively, and in a timely manner across the organisation.

As the lead and primary IT contact for the organisation, the role is site-based, Monday to Friday business hours, however a good degree of flexibility is required to support a 24/7 business.

### Key Responsibilities:

- Provide a high level of technical support and assistance to all colleagues when required;
- Troubleshoot system and network problems by diagnosing and solving faults;
- Liaise with external support providers to ensure complex faults are resolved effectively;
- Build, configure, and setup all computers for staff;
- Perform new user on boarding tasks, and system inductions;
- Configure, support and troubleshoot servers, printers, door entry systems, mobile phones and VOIP;
- Ensure Active Directory, Security Groups, and User Permissions are accurately up to date;
- Support the Senior Management Team with projects, ensuring timelines are adhered to;
- Assist other departments, in delivering and implementing new services;
- Responsible for ensuring all technical documentation is kept up to date and ensuring all IT policies are properly followed;
- Maintain inventory records of all IT equipment;
- Attend daily, and management meetings when required, to provide business updates;
- Maintain and review all compliance requirements around Cyber security and GDPR.
- Manage software licenses effectively with relevant business heads as to remain compliant while software is consumed across the organisation to ensure legal, compliant use of software within on-premises, mobile, and cloud environment.
- Manage projects to integrate technologies into new and existing systems.
- Advise about organisation's IT equipment, connectivity needs and purchase products, parts, and services as necessary.
- Coordinate with the Head of Finance regarding IT cost for IT budget purposes.
- Manage technology/asset life cycle. Ensure that necessary equipment (PCs, servers, telecom-related etc.) is ordered and available
- Upskill all staff on use of IT systems (various in-house platforms)

### **Leadership:**

- Maintain the charity's existing infrastructure, networks, software and hardware and propose upgrades and developments as and when necessary
- Managing/leading the various ongoing and future projects
- Technical Procurement and managing the IT budget
- Provide verbal and written reports to the Senior Management Team on changes required to the IT systems and relevant implementation planning
- Communicate to all staff on any changes regarding IT and develop and implement any training needs
- Develop, review and implement IT policies and procedures to ensure they comply with current legislation and Launchpad's operations and activities
- Manage all IT contracts, negotiating and tendering as and when necessary

### **Office Enquiries & Support (Ad-hoc):**

- Support the office and organisation by managing the enquiries inbox, phone enquiries
- Support with office administration, stationery orders and post as and when required
- Redirecting enquiries to relevant teams within the organisation
- Support with other office contracts such as air conditioning, water coolers, waste disposal

### **General:**

- The role will take on any other reasonable requests made by management, as appropriate, including the undertaking of project work as directed by the Head of Finance
- Undertake personal training and development, including health and safety and safeguarding
- To promote and develop opportunities for clients to participate in the management and development of Launchpad and its services
- To attend and participate in team meetings, conferences etc
- To contribute as an individual and a member of a staff team towards the development of Launchpad Reading in terms of provision and policies
- To operate within the framework of procedures and policies of Launchpad Reading
- To carry out any other reasonable duties as delegated

## PERSON PROFILE

### Skills, Abilities & Behaviours

- Excellent knowledge of Windows Operating Systems, Microsoft Windows Architecture (Cloud, Server and Client) and network and firewall technology. Office 365 and Azure including but not limited to app registration, Teams and SharePoint.
- Knowledge of Active Directory, NTFS Permissions and Group Policies
- Knowledge of technical management and support of computer hardware/software, VPN, networking concepts, EDR, anti-virus and Secure Web Gateway.
- A great understanding of security and best practice in all aspects of information security and Cyber Essentials.
- Excellent leadership, prioritisation and organisational skills, with a willingness to lead and create new ideas.
- Ability to remain calm under pressure. managing multiple and conflicting priorities
- Able to constructively work under stress and pressure when faced with high workloads and deadlines.
- Able to maintain confidentiality of sensitive information.
- Ability to take a flexible and adaptable approach to a varied workload
- Ability to work as part of a team and be supportive to colleagues whilst also able to work on own initiative
- Ability to adapt communication style to different groups including clients, management, employees, volunteers, suppliers
- Professional, approachable, confident and empathic manner
- Ability to develop IT users with varying skill levels

### Experience

- Have previous experience in a similar role for a minimum of 3 years.
- Proven experience in IT Management and confidence in managing the IT function for the organisation
- Experience of working in highly confidential environment and following appropriate policies and procedures; and experience of working to UK GDPR policies and procedures