



Job Description for IT Manager.

Name:

Post: IT Manager

Responsible to: Director for Shared Services

Site: Hybrid Westshore House – Multi Site – Two Days from Home

Salary: £38k-£45k depending on experience

Job Purpose

The IT Team have been servicing a hybrid cloud and on premise approach across multiple sites, with a mix of different types of platforms. New Forest Care is currently engaged in a companywide uplift of technology capabilities and the IT Team plays a critical role in that transformation. The IT leadership provides direct and indirect support to a range of the transformation activities and we are seeking a candidate whose technical knowledge and experience will enable them to lead and support this transformation.

Core Requirements of the Post

The IT Manager, is an integral part of IT Team providing high levels of technical expertise and program management support for companywide initiatives and internal IT activities, along with the enhancements this will bring. This will include educational activities, modernisation, innovation support, professional development initiatives as well as a focus on building and enhancing our communities in a flexible work environment.

As an experienced professional in cloud based technology transformation, you thrive at leading technology programs that have far-reaching implications for clients, employees and stakeholders throughout New Forest Care. This role requires a strong grasp of the big-picture – namely, how can technology help achieve business goals – as well as a keen ability to establish priorities, manage resources and budgets. You will need to build and incentivise a high-performing team. You'll work closely with colleagues across the company to identify opportunities to develop projects that are applicable for transformation. You'll work with the IT Team and Director of Shared Services to set goals, foster collaboration and promote the values, culture and brand of New Forest Care.

Infrastructure and cloud

- Act as a trusted advisor to internal stakeholders and lead the IT team in delivering the cloud transformation strategy and transformational program activities while maintaining a broad view of the efficacy of those programs within the context of the business

- Focus on rebuilding and enhancing our existing tech centre communities as we adapt to hybrid working environment in the context of unprecedented labour market changes globally
- Prioritisation of the IT Team activities between business as usual and the transformation strategy
- Ensure each initiative has the appropriate funding and approvals to be delivered
- Assess site community and communications needs and develop strategies aligned to the IT Strategy key priorities and objectives
- Responsible for communication coordination and delivery; ensure clear and consistent communication channels and cadence with all sites. Evaluate periodically to validate effectiveness
- Act as an empowered delegate for local budget and financial oversight
- Manage the IT governance, including forums and MI collation
- Support the IT Team with other ad hoc project management, strategy building, and execution as needed (e.g., mobility program)
- Raise up issues and conflicts, investigate options, provide implementation support

Devices, hardware and software

- Ensure the service desk records all incidents, triaging and actioning requests through to resolution based on urgency
- Monitor support requests and technical issues identifying proactive strategies to improve user experience, efficiency and productivity
- Follow the agreed processes for actioning, reporting on and learning from IT incidents: availability, security and accuracy of our systems and data

Cyber and information security, disaster and recovery management

- Ensure backups are successfully completed and take part in 'fire drills' to test our ability to recover from cyber incidents and data loss
- Ensure software, anti-virus, anti-malware, internet monitoring and filtering are kept up to date
- Provide cyber and information security training for colleagues
- Ensure documentation for our systems, cloud-based infrastructure and processes are regularly updated
- Proactively suggest opportunities for technology enabled improvements and efficiencies

Environmental

Risk assessments in respect of individuals, along with general health and safety must be read, understood, completed and signed as per New Forest Care Policy and Procedures.

Data Protection

Data Protection and GDPR are considered in all aspects of the IT services such as user safety (Safeguarding) adults and children, third party risks, cyber threats and awareness, system and data security.

Additional Duties

Undertake such additional duties or projects as the directors or line manager may determine from time to time.

Safeguarding

Be familiar with Safeguarding requirements as outlined in the Safeguarding Policy and comply with its requirements to safeguard and protect the welfare of the children in our care.

CRITERIA	QUALITIES
Qualifications and training	Desirable • Degree or equivalent in computer science or related field • Cisco Certified (or similar) Network Associate accreditation
Knowledge and experience	• A minimum of 3 years of experience working in an IT leadership role with demonstrable capabilities in large-scale transformation initiatives including migration to the cloud • Experience of both on premise and cloud-based Microsoft technologies including AD, virtualisation, Exchange and Microsoft 365 • Ability to analyse, monitor, evaluate and make technical recommendations • A good knowledge of Windows Server Management • A good knowledge of Windows (10/11) and Apple client devices (iOS and MacOS) and associated MDMs • Experience of networking, VPNs, firewalls and managed switches • Ability to create and maintain relationships with a wide range of technology and non-technology stakeholders throughout the firm • Demonstrated capabilities in managing senior stakeholders through difficult situations resulting in positive outcomes • Demonstrated capabilities in stakeholder management, budget management, risk management and operations • Demonstrated capabilities in large-scale technology transformation initiatives • Experience of working with high-performing teams in complex technology program execution

Skills	• Excellent communication and interpersonal skills; able to communicate effectively with colleagues and young people • Excellent analytical and problem-solving skills • Attention to detail and working in a methodical way • Excellent organisational skills; planning, prioritising and working to deadlines • Ability to work as part of the team • Able to work flexibly, adopting a “hands on” approach and respond to unplanned situations • Understanding of safeguarding and promoting the welfare of young people
Personal qualities	• A commitment to delivering the best levels of customer service in relation to I.T. requests and issues. • Ability to work under pressure and prioritise effectively • Commitment to maintaining confidentiality at all times

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified.

General

Employees will be expected to comply with any reasonable request from the Directors to undertake work of a similar level that is not specified in this job description.

This job description may be amended at any time following discussion between the Line Manager and member of staff, to be reviewed annually.

Please sign below to indicate that you have read, accept, and agree to implement this job description to the best of your ability.

DATE	EMPLOYEE NAME	EMPLOYEE SIGNATURE
DATE	DIRECTORS NAME	DIRECTORS SIGNATURE