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Description automatically generatedJOB DESCRIPTION: IT Manager**

**POSTHOLDER: To be Appointed**

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| **POST TITLE:** | IT Manager |
| **REPORTS TO:** | Chief People Officer |
| **ACCOUNTABLE FOR:** | Leading a team of 3 people and 2 external partner companies, you will ensure the smooth-running of the IT department whilst understanding the business needs and equipping them with the technology needed to achieve the Company goals. |

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| **MAIN PURPOSE OF THE POST**  * Lead the IT team in the development and execution of IT initiatives. * Ensure the reliability, security and optimal performance of all IT systems and networks, providing a positive user experience. * Collaborate with various departments to identify IT requirements and provide efficient and cost effective solutions. * Implement and enforce security protocols to safeguard sensitive information and prevent cyber threats. * Stay up to date with industry trends and best practices to drive continuous improvement. |
| **RESPONSIBILITIES**   * **IT Strategy:** * Implementing the IT strategy in line with company growth plans and goals. * **IT Operations:** * Oversee the management and maintainance of our technology platform, including  Microsoft 365, our website and portals, our business applications, our infrastructure and other relevant technologies. * **Team Leadership:** * Recruit, train, and manage the IT team, fostering a culture of excellence and continuous improvement. * Evaluate team performance, providing guidance and support, ensuring team objectives align with organisational goals. * **Business Relationship Management:** * Serve as a primary IT point of contact for business colleagues, fostering strong relationships across the organisation. * Understand and anticipate educational and administrative needs to align IT services and applications with organisational goals. * Communicate effectively with stakeholders at all levels, translating potentially complex IT concepts into clear, user-friendly language. * Collaborate with department heads to ensure IT enhancements and project outcomes deliver functional value and user satisfaction. * **Infrastructure Management:** * Oversee the maintenance and strategic development of on-premise and cloud-based infrastructure. * Ensure reliable network operations and optimise infrastructure for organisational needs. * **IT Support and Troubleshooting:** * Ensure swift and effective resolution of IT incidents and service/change requests. * Develop protocols to minimise system downtimes and maintain service quality. * **Cyber Security Management:** * Establish and enforce robust cyber security protocols. * Conduct regular systems assessments and deliver staff training on security best practices. * **Vendor Management:** * Maintain productive relationships with technology vendors and service providers. * Negotiate contracts and manage vendor performance to ensure value for money and service quality. * **Project Management:** * Lead IT projects from inception to completion, ensuring they are delivered on time and within budget. * Provide regular reports on project status to stakeholders. * **Governance and Compliance:** * Lead and continually monitor our operations to ensure that it complies with all industry and government regulations. * Develop and implement IT policies to support organisational strategies and compliance with GDPR. * Regularly review and update policies to reflect the changing technology landscape and regulatory requirements. * **Financial Management:** * Overseeing IT Budget and spend, ensuring cost effectiveness of department. |
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# **PERSON SPECIFICATION**

* Exemplifies the PiXL values of integrity, kindness and humility.
* Must have recent experience of line management and people development, with ready examples of multiple demonstrable positive people impacts achieved in the last five years.
* Confident and positive, with proven skills in project management.
* Must have recent experience of working across multiple IT disciplines, with the ability to be operational as well as strategic.
* Understanding of other business functions such as HR, Finance, marketing etc.
* Proven experience in IT management, preferably within the education sector would be benefitial.
* Good leadership and decision-making skills, with a strong track record of partnering with business leaders across the organisation.
* Excellent communication, interpersonal and vendor management skills.

# **QUALIFICATIONS AND DOMAIN EXPERIENCE**

* Bachelor’s degree in Information Technology, Computer Science, or related field.
* Project Management qualifications (Agile methodology in particular) would be preferred.
* IT Service Management qualifications (ITIL Foundation or above) would be preferred.
* In-depth understanding of IT infrastructure, cloud services and network management.
* Experience in cyber security management and compliance with data protection laws.
* Project management experience, with a track record of successful delivery and the ability to build direct and matrix-managed effective teams; an acknowledged accomplished team player.
* Other qualifications in cloud, networking and/or cyber security would be benefitial.