**JOB DESCRIPTION: IT Manager**

**POSTHOLDER: To be Appointed**

|  |  |
| --- | --- |
| **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. |

|  |
| --- |
| **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.
 |
|  |

# **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.