

Job Description

JOB TITLE:	Head of IT
DEPARTMENT:	Corporate Services
RESPONSIBLE TO:	Director of Corporate Services
RESPONSIBLE FOR:	IT Operations Manager IT Support Manager

Main Job Purpose

As a member of the senior management team the post holder will be responsible for the direction and oversight of IT Services across the Association.

Lead the IT Support Team through the introduction and maintenance of best practice in the high quality provision of IT infrastructure, telecommunications, business systems and strategic planning of future IT requirements to support delivery of excellent services to staff and residents.

Provide expert knowledge, experience to support and develop the IT Strategy ensuring it is continually appraised and updated to reflect the IT requirements to support the strategic aims of the Association.

Ensure the security, integrity of infrastructure environments, systems and services through the creation, maintenance and enforcement of well documented operating standards and procedures.

Key responsibilities

Management and Leadership

To motivate and lead the IT Services Team to deliver a proactive, customer focused, high quality technical support service to all users.

To provide clear and measurable targets for IT Services team to ensure a culture of continuous improvement through relevant training and staff development.

To contribute to the effective operation of the association in particularly maintaining productive relations with other departments

Security and Business Continuity

Ensure that Association's IT infrastructure is maintained to ensure against malicious attack and IT insecurities are dealt with in accordance with good practice.

Ensure the integrity and security of IT Infrastructure and ensuring full compliance with all regulations, procedures and work towards external accreditation, such as Cyber Essentials (+)

To lead internal audit processes which relate to the controls, risk management and governance of IT Systems.

To ensure daily backups are being carried out in line with the associations IT Systems Policy and Disaster Recovery arrangements and are tested annually and regular penetration testing is completed.

To ensure that all users understand their responsibilities in respect of IT security and that ICT policies are maintained and adhered to.

Operational Management

To oversee the maintenance of all network systems, servers and hardware equipment including telephony.

To maintain an inventory of all hardware and software in use within the Association including details on software licensing to ensure no unlicensed software exists.

To manage and control the IT Budget (capital and revenue) and provide regular financial forecasting.

To lead on the procurement and purchasing of IT Infrastructure, equipment and licencing and ensure compliance with licensing requirements.

Liaise with the Associations 3rd Party Support supplier and ensure that they are aware of any changes being made to the system by ourselves and that we are utilising them as effectively as possible.

Monitor the performance of 3rd Party contractors against support agreements, ensuring that any issues or concerns are addressed or brought to the attention of the Director of Corporate Services

To ensure that support calls and emails to the IT Helpdesk are responded to quickly and to monitor performance against agreed service levels for both applications and infrastructure support.

To ensure that users have equipment and access to systems needed to complete their day-to-day tasks.

General

To keep up to date with developments in IT and maintain a strong working knowledge of the IT systems used by the Association.

Ensure that health and safety procedures are followed at all times in all work completed.

Promote equal opportunities and positively manage diversity in the workplace

Be responsible for personal development of the IT Team.

Any other duties consistent with the responsibilities of the post, as requested by the Director of Corporate Services or the Chief Executive.

Person Specification

	Essential	Desirable
Qualifications		
Educated to degree or professional level in technical services field or equivalent level of attainment gained through substantial period of experience	Y	
Evidence of continuing professional development	Y	
Experience & Knowledge		
Successful experience in a management role and leading a multidisciplinary team.	Y	
Successful experience of managing IT services, including maintenance of all network systems, servers and hardware equipment across multiple sites. Including Citrix/thin client applications and administration	Y	
Experience of driving technology improvements in infrastructure and user IT systems to deliver efficient and high-quality service to end users	Y	
Experience of managing revenue and capital budgets, including licence management	Y	
Experience of SQL database administration (SQL Server)	Y	
Development and implementation of incident management response and business continuity plans	Y	
Experience of Cyber Essentials (+) accreditation		Y
Educated to degree or professional level in technical services field or equivalent level of attainment gained through substantial period of experience.	Y	
Evidence of continuing professional development	Y	
Knowledge		
Competent level of ICT systems knowledge	Y	
Knowledge of Networks & remote connectivity	Y	
Knowledge of e-Mail technologies & administration (MS Exchange)	Y	
Knowledge of Housing and Finance software		Y
Knowledge of Internet/Intranet Technologies	Y	
Knowledge of Server Virtualisation	Y	
Knowledge of Storage Area Networks (iSCSI)	Y	

Knowledge of phone and broadband technologies and administration	Y	
Knowledge of the Data Protection and Cyber Security issues	Y	
Skills		
Ability to communicate and gain respect at all levels	Y	
Ability to read and understand SQL and .NET Code.	Y	
Excellent customer skills	Y	
Strong attention to detail	Y	
Ability to manage and lead people	Y	
Good written & oral communication skills	Y	
Ability to plan and organise tasks	Y	
Ability to negotiate, monitor and manage SLA's	Y	
Ability to apply customer and business focus	Y	
Application of imagination and innovation to service delivery.	Y	
Ability to learn quickly and develop new skills.	Y	
General		
Ability to work under own initiative	Y	
Confident	Y	
Ability to be flexible in working hours	Y	
Full Drivers Licence and access to own vehicle		

