

## Job Description

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| <b>Job title:</b>      | IT Manager                                 |
| <b>Reports to:</b>     | Head of Insight and Information Technology |
| <b>Direct reports:</b> | None                                       |
| <b>Location:</b>       | Norwich or Cambridge                       |

### 1. Main purpose of job

Reporting to the Head of Insight and Information Technology (HoIIS), this role looks after the day-to-day running of EAAA's IT systems, infrastructure, networks, hardware, and cyber security arrangements. The postholder works closely with our external IT support provider and is a key point of contact for colleagues with IT queries or service requests.

Alongside this, the role contributes to IT projects, helps maintain policies covering areas such as information security and business continuity, and supports the HoIIS with budget tracking. It also handles the IT side of the joiner and leaver process, making sure new colleagues have the kit and access they need from day one.

### 2. Main duties/Responsibilities

- Be responsible for the development and delivery of IT systems and infrastructure, computer networks, equipment, and Information/Cyber Security across EAAA.
- Advise on, lead, and manage multi-stakeholder IT projects, ensuring they are delivered on time and within budget and being able to work autonomously when required.
- Working with the HoIIS, support the budgeting process by providing input on anticipated IT expenditure. Tracks spend against the agreed budget and flag any variances or opportunities to the HoIIS to help ensure the departmental budget is achieved.
- Manage the day-to-day interactions with our key technology and IT support provider(s) escalating any issues with delivery to the HoIIS. Some mid-range contract negotiation may be required where the parameters are clearly defined.
- Build effective relationships with external technology vendors for the purposes of procurement of hardware and software as well as for improvement of new and existing services.
- Coordinate delivery of EAAA's Cyber Security plan and use expertise to advise the HoIIS on improvements for cyber security solutions. Including developing a security awareness training programme, scanning for new threats or bring opportunities for better compliance. Manage and review our current accreditations are in line with requirements, evaluate, monitor, and audit

our IT infrastructure.

- Manage the internal IT communications and to respond to service requests that deliver change to all staff.
- Own and manage the framework for tracking the status and lifecycles of organisational technology assets for improvement of performance and oversight.
- Own, develop, and manage the new starter induction and leaver process. Ensuring all new starters are familiar with general IT systems and compliance and have to the appropriate resources required for their role.
- Contribute to the development of procedures relating to Information Security and Business Continuity.
- Act as the system owner for risk reporting, ensuring it remains fit for purpose and continues to meet the needs of the charity.
- Support the practical provision of IT equipment to staff, including monitoring drop-off and pick-up arrangements and overseeing day-to-day processes that keep equipment moving through its lifecycle from issue to return

### **3. General duties/responsibilities**

- From time to time, the post holder may be required to work at any of the Charity's sites in line with organisational needs.
- All staff must ensure confidentiality and security of information dealt with in the course of performing their duties. They must comply with and keep up to date with Charity policies and legislation on confidentiality, data protection, freedom of information and computer misuse.
- All staff are required to adhere to and act consistently with all relevant health and safety legislation and Charity policies and procedures in order to ensure that their own and the health, safety and security of others is maintained.
- Staff will actively promote the Charity's commitment to equality and diversity by treating everyone with dignity and respect.
- All employees should take a proactive approach to personal development in order to ensure that skillsets are aligned to the demands of the role as it evolves and develops to meet the organisation's changing needs.
- All employees have a responsibility for protecting, safeguarding and promoting the welfare of children and vulnerable adults.
- It is the responsibility of all employees to conduct all business in an honest and ethical manner.
- Staff should uphold and demonstrate the Charity's values (reasoned, accountable, integrity, synergy and evolution).
- All staff should be aware of their responsibilities to protect the reputation of the charity e.g. social media and behaviour.

- Reporting incidents via the Radar system as part of an open and fair culture.
- Staff should be willing to undertake any activity as deemed appropriate by the charity that is in line with skills, experience and knowledge.
- Undertaking any activity as deemed appropriate by the charity and in line with skills, experience and knowledge.

#### 4. Person specification

| <b>Education and qualifications</b>  |   |
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| Essential  | Desirable   |
| 5 GCSE's (or equivalent) or demonstrable experience in a similar role  |   |
| Appropriate IT qualification   |   |
| <b>Experience</b>  |   |
| Essential  | Desirable   |
| Strong project management skills, with the ability to manage multiple projects simultaneously.                                       | Knowledge of relevant regulatory requirements and standards, such as GDPR and Cyber Essentials. |
| Strong understanding and extensive experience of computer systems, infrastructure, and hardware.                                     |   |
| Significant experience with managing and working with managed service providers  |   |
| Ability to identify and mitigate risks related to IT systems and infrastructure.   |   |
| <b>Knowledge and skills</b>  |   |
| Essential  | Desirable   |
| Self-motivated with the ability to work independently and as part of a team, with a collaborative and proactive approach.            | Understanding and knowledge working with database systems.                                      |
| Strong interpersonal skills, with the ability to build and maintain effective relationships with internal and external stakeholders. | Understanding of budget management  |

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| Detailed knowledge of computer operating systems and software packages.   | Project management skills and experience |
| Good customer and client management skills  |  |
| Ability to meet deadlines and work under pressure effectively.  |  |
| Excellent communication skills, both written and spoken with the ability to communicate complex technical concepts to non-technical stakeholders. |  |
| Full clean driving licence with the ability to drive Charity vehicles.  |  |
| Good prioritisation skills and ability to multi-task.   |  |