

ABF THE SOLDIERS' CHARITY
JOB DESCRIPTION

Job title: Information Technology (IT) Manager	Responsible for: IT Support Pan-Charity	Responsible to: Head of Information Systems
<p>Main purpose of job.</p> <p>Manage 1st line support and provide 2nd/3rd line maintenance to ensure a secure and effective data network, including all mobile IT devices, and operational telephony network as used by ABF The Soldiers' Charity. Additionally, provide IT support to co-located charities in accordance with individual tenant agreement. The post will also focus on upholding user awareness and responsibilities towards IT security, mainly through desk-side guidance.</p>		
<p>Position in organisation.</p> <ul style="list-style-type: none"> • Member of Chief Information Officer team • Reports to the Head of Information Systems • Line Manager for IT Officer • Key operational role Pan-Charity <p>Responsibilities:</p> <ul style="list-style-type: none"> • Manage on-site physical, virtual and cloud server environments • Manage on-site Avaya telephone system • Maintain security, integrity, upgrade scheduling and back-up procedures • Maintain charity wide mobile devices and associated connectivity requirements • Manage, troubleshoot and rectify issues across entire network and server infrastructure • Provide IT user support (desk-side and via telephone) and user IT security training • Support server-based applications (Fundraising/Finance) • Manage inventory and deployment of IT assets • Line manage the IT Officer <p>Qualifications & Experience:</p> <ul style="list-style-type: none"> • MCSE Server Engineer (essential) with 2+ years' experience as practitioner (desirable) • Cyber Security and associated data protection regulation (Cyber Essentials and GDPR) • Solid experience working as 3rd Line Support • Expertise in troubleshooting Windows 10 and Server 2012/2016 R2 • CRM technical architecture (SQL) experience desirable • Microsoft Office - Both Office365 and Azure Active Directory • Previous experience of managing VMware architecture • Proven troubleshooting and fault-finding skills • Excellent communication skills <p>Software Requirements - Exposure to as many of the following as possible:</p> <ul style="list-style-type: none"> • VMWare, Veeam, Hyper-V • HP servers, Cisco ASA Firewalls, McAfee Endpoint, Avaya telephony 		

- Microsoft Office 365: Desktop Central, MDM, Exchange, OneDrive, Sharepoint
- Mimecast email security and Bitlocker encryption
- Microsoft Windows 7 to present date, Office 2007/2013/2016, Server 2008/2012/2016
- Apple OSX 10.6 onwards
- Mobile: Android/IOS/Windows mobile operating systems and associated devices

Personal Characteristics

To succeed in this role and at The Soldiers' Charity you will require:

- The ability to manage your time and workload – showing resourcefulness and a head for problem solving
- A team player, with a positive, solution-focused approach to work with the ability to build good relationships with regional staff
- Ability to work independently, manage time effectively and work under pressure to meet short-notice deadlines
- The ability to effectively communicate with both head office staff and staff from our regional offices, promoting collaboration and working in partnership
- An understanding and commitment to the mission, vision and values of the organization
- A commitment to participation, diversity and equality in working relationships and practice

Special Job Circumstances

- Willingness to work out of hours
- Infrequent UK wide travel to Regional Offices
- Clean, full UK driving license is desirable

Agreed by: Chief Information Officer

Date: 15 Jun 2018

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