



## ICT & Data Manager

Based at  
**Sovereign Court,  
Meadowhall**

Salary  
**£35-40k plus benefits**  
dependant on qualifications  
and experience

Reports to  
**Head of Membership  
Development**

This role will require some travel, primarily to Hull. Whilst the company will reimburse travel expenses and purchase public transport tickets, the individual must have their own vehicle and driving licence.

### JOB PURPOSE

The ICT & Data Manager is a key member of the Senior Management Team responsible for all Information and Communication Technology Systems, processes, software, hardware, and equipment within the Company.

Due to varying workload in this area, you will also become a lead within the company on Data Analysis and presentation using Excel, supporting the company Operating Companies with data analysis activity.

### KEY RESPONSIBILITIES AND ACCOUNTABILITIES

- Plan, implement, organise, maintain, and monitor the internal ICT systems of the Company, including policies and procedures.
- Install, configure, and maintain servers, personal computers, workstations, smartphones, telephones, tablets, Ethernet networks, printers, network cabling and other related equipment, devices and systems.
- Provide hardware & software additions, upgrades, and reconfigurations as necessary.
- Maintain site licences for department/organisation and maintain records relating to system changes, staff access, and faults.
- Responsibility for cyber security, firewalls, virus and malware protection.
- Provide and keep up to date the IT users Policy and Procedure and Code of Conduct administration, including loan of equipment agreements.
- Management of the Company's data and Record Management Systems, data security and data protection and related policies including GDPR compliance alongside HR.
- Fulfil the role of Data Protection Officer (DPO).
- Responsibility for LAN, WAN, Bandwidth, and VoIP.
- Server set up and maintenance.
- Patch panel and capacity maintenance.
- Ensure System backup and restore.
- Establish and maintain a helpdesk function, with SLAs

and effective issue resolution.

- Ensure ICT disaster recovery plans are substantial and robust, matching the Company's disaster recovery policies currently in place.
- Develop better use of data within the company using Excel as the primary data analysis tool. Supporting the Operating Companies with their data analysis and interpretation needs as required (depending on day to day IT workload this may form a substantial part of your role.)
- Lead on our Customer Relationship Management system to ensure effective use across the business.
- Design and deliver a range of structured and ad hoc training opportunities and provide advice and guidance to users, at all levels, across the organisation.
- Take an active role in planning future IT Infrastructure strategies and techniques, exploiting new and emerging technologies wherever appropriate.
- Analyse business requirements regarding requests for systems; investigate solutions, make recommendations, and progress.
- Carry out any other duties appropriate to this post, as necessary or as requested.

## **YOUR TIME WILL INVOLVE...**

- Providing 1st line and 2nd line telephone, desktop and hands on IT support to internal users (currently 32 people across our 2 sites.)
- Identifying user problems, identifying their source, determining possible solutions, test and implement solutions.
- Ensuring our systems and ICT capability and capacity evolves in line with and in anticipation of business needs.
- Evaluating and/or recommending purchases of computer, network hardware, peripheral equipment, and software.
- Providing technical support for printing and reprographics.
- Leading the IT Department to provide general administration and technical support for Company telephone and mobile telephone systems and contracts.
- Providing technical support for using Audio/Video equipment.
- Fulfilling a data analyst role aside from the day-to-day role of ICT Manager, supporting the OpCos as required.

## **KEY SKILLS AND QUALITIES**

- Qualified to degree level in an ICT-based subject or holds a business degree with technical element (Maths or Engineering).
- Experience as a network manager.

- Experience using Windows Server 2012R2/2016/2008R2 and Windows 7/10.
- Excellent knowledge of AD/DNS/DHCP.
- Excellent knowledge of networking, including LAN, WAN, Wi-Fi, switches and firewalls.
- Comprehensive understanding of network architecture and server technology.
- Ability to meet deadlines.
- Time-management and workload planning.
- Highly organised with excellent attention to detail.
- Exemplary verbal and written communication abilities.
- Good interpersonal skills.
- Self-motivated and disciplined.
- Ability to work with minimum supervision.

## COMPETENCY PROFILE

Teamwork	D	Achieving Results	D	Dealing with Change	D	Influencing	D
Leadership	D	Planning and Organising	D	Customer Focus	D	Professionalism	D
People Development	D	Continuous Improvement	D	Communication	D		

**We are an equal opportunities employer and welcome applications from all backgrounds and age groups. We are committed to offering an interview to all disabled applicants who meet the minimum requirements for a role. If you have a disability or special need and wish to request a reasonable adjustment at any stage of the recruitment process please do so by contacting us.**