

Job description

IT Manager

Purpose of the Role

The IT Manager's role is to plan, organise, maintain and manage the employee and technical resources (hardware, software & services) to ensure the stable operation of TBC's IT Infrastructure and business systems in line with business objectives in a secure & cost-effective way.

The role will be responsible for the development of the long-term infrastructure and systems strategy and accountable for year-on-year progress in delivering strategic goals. The IT Manager will work closely with decision makers across TBC to identify, recommend, develop, implement, and support cost-effective solutions. This person will also define and implement IT policies, procedures, and best practices.

Further, the IT Manager is responsible for all data systems across the business, similar to a 'Business Analyst' role. Ensuring their robustness, reliability, and relevance - including proactively improving and developing them to best meet business and commercial needs. The IT Manager will also accept involvement, in either a project manager or project participant capacity as best suits the project, to take responsibility from time to time for delivery of key IT and business projects; particularly those projects with IT/data/systems at their core.

The IT Manager will also take responsibility for the security of the IT and data infrastructure; including dealing with third party data in a secure way (PCI, GDPR etc) as well as maintaining controls to best place the company to manage the threat of external security risks such as cyberattacks and similar. The scope will also incorporate maintaining an effective Disaster Recovery Plan, and managing Business Continuity Planning for the business in the event of issues.

Main Responsibilities:

- Lead, develop and motivate a high performing team of technical specialists (initially external support) to build the operational and support capabilities needed to meet the strategic business objectives.
- Establish and maintain a Service Desk capability to provide timely and effective response to TBC staff's requests and resolution of all incidents against agreed set of SLAs. This should include the restoration of normal service; recording of all contacts made and ongoing updates; fulfilment of user requests against standard and non-standard sets, such as access management and the Starter / Leaver processes, provisioning of new IT equipment; escalation management process; end user system training and proactive improvement of the service to increase first time fixes.

- Establish and operate IT Change Management to track, plan and control the deployment of the IT changes required to keep IT services, software and hardware endpoints (PCs, servers, virtual hosts, mobile devices, network devices and software) are up to date, secure and supportable.
- Responsible for managing and maintaining an authorised software list to ensure software licenses are maintained to support business requirements in a legal and optimal way.
- Responsible for managing the supplier relationships for IT operations and support vendors, including wider service providers such as data, telephony, etc
- Responsible for developing, implementing, and maintaining IT policies, procedures, and associated training plans for TBC's IT infrastructure and business systems.
- Responsible for managing IT Projects to assess, plan, deploy and maintain new or existing technologies to the TBC IT Infrastructure, including budget, time, scope, resource and architectural management.
- Responsible for the full lifecycle management of all IT assets, including the safe disposal of IT equipment and secure data destruction.
- Responsible for innovation, development, maintenance and support of key day-to-day operational infrastructure areas, such as Cloud & On-premise platforms, MS O365 & GSuite application platform suites, and data & Telecoms systems.
- Establish and maintain processes to continually identify, assess and reduce IT related risk in line with the TBC risk framework.
- Establish, test and maintain a DR (disaster recovery) plan to enable IT to respond to incidents and disruptions against defined RPO & RTO for key business services.
- Responsibility for developing WB's information security processes and policies, to include: maintenance of Cyber Essentials and achievement of other related certifications; apply a Continuous Improvement approach to keep all relevant policies upto date; and overseeing internal training programmes to ensure internal staff are knowledgeable and compliant with information security processes and policies.
- Take the lead on GDPR & Data Protection policies and processes (in conjunction with WB's DPO), and the implementation of associated technical configuration, controls and governance to meet the needs of the processes and policies.
- Accountability for developing, managing and reforecasting the annual IT budget for hardware, software and IT services; proactively plan for long term budget management in line with WB strategy.
- Responsible for representing IT at all internal meetings and projects, and taking the project manager lead on some such projects. Providing management reports to communicate IT service and project status to all levels of WB stakeholders.

Additional Responsibilities:

- Adhere to stated Company policies and procedures (including health and safety) as provided by senior management.
- Engage in Continuous Professional Development (CPD) by participating in educational opportunities; reading/writing professional publications;

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maintaining personal networks; participating in professional organisations, delivering presentations at seminars and conferences.

- You may also be required to undertake any additional task as required by senior management which are in line the level of your job and requirements of the business.

Essential attributes and experience:

About you:

- A background in developing robust IT infrastructure, as well as supporting & managing IT systems and resources on a daily basis
- A passion for technology
- A proactive partner to the business, seeking out opportunities for improvement in technological service
- Keen to learn and research solutions and new products independently
- Ability to work independently and as part of a team
- Excellent interpersonal skills
- Excellent written and oral communication skills
- Be naturally organised and a maestro of multi-tasking
- Ability to present ideas in business-friendly and user-friendly language.
- Exceptional customer service orientation.
- Ability to make sound and logical judgments.
- Demonstrated leadership and personnel/project management skills.

Experience required:

- University degree in the field of computer science or equivalent qualification
- with relevant experience
- Significant experience of delivering IT support in a commercial environment, including some experience in a 'Manager' or similar capacity
- Demonstrable experience of project or programme management
- Experience in building effective data and reporting systems for business and commercial needs - and underpinning this, a clear ability to take a real interest in understanding the commercial aspects of the business and the interconnectivity of IT/Systems in this
- Experience managing technology suppliers and budgets
- Experience managing a team of IT Professionals
- In-depth working knowledge of the following Microsoft technologies: MS Office 365 Suite;; Azure AAD; VMs; Windows 10/11; Intune; Auto Pilot; etc.

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- Experience managing Apple Mac OS & Apple Hardware
- Working knowledge of networking technologies, such as: Firewall (Meraki / Sophos); LAN; WAN; Internet; VPN; WLAN; IP Telephony, inc QOS; Structured cabling / data centre
- Working knowledge of IT hardware across: Hypervisor, server, NAS; Cloud infrastructure, e.g. Azure; Client architecture – PC, MAC, Smartphone (Android/ IOS), Tablet, etc.; Printers & MFPs
- Working knowledge of GDPR / Cyber Essentials and data security policies
- 3rd party security products, such as Sophos, Mimecast & Panda
- Service Management toolsets, such as Certinia (Financial Force)
- Certifications to Microsoft MCSA/MCSE level or equivalent

Desirable attributes and experience:

Additional beneficial experience:

- Microsoft Dynamics
- Jet / PowerBI
- AWS
- GCP
- ISO 27001
- ITIL v3/4
- Conversant with programming languages such as Powershell.

Additional Requirements:

- On-call availability for emergencies (P1/P2)
- Occasional inspection of cables in floors and ceilings.

About us

The Biodiversity Consultancy works with business and finance to integrate nature into sustainability strategy and practice. Since 2006 we have guided clients across sectors and around the world to respond to biodiversity- and nature-related risk and create new ways of working which deliver business value and safeguard our natural environment.

Our team are purpose-driven biodiversity and sustainability experts, trusted by household names, financial institutions, governments, and leading NGOs to deliver strategic guidance and deep technical expertise. From single sites to global systems, we equip our clients with the knowledge, capacity, and tools to create meaningful change and achieve their nature-related goals.

We place a high value on the experience and expertise of our staff and strive to create the conditions for individuals to grow and flourish in a stimulating, collaborative and flexible culture. Personal development is important to us and as such we offer a comprehensive, tailored induction and ongoing in-house and external training opportunities.

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At heart we are committed conservationists, who believe we can make more of an impact by working with business. We invest in the environmental leaders of the future through our internship programme and donate 12.5% of our profits to environmental causes chosen by staff. More can be found about our work and our team at www.thebiodiversityconsultancy.com.

Role Holder Signature of Acceptance

Signed:_____ **Date:** _____