

<b>Job Title:</b>	IT Manager	<b>Job Category:</b>	Information Technology
<b>Location:</b>	Edinburgh (remote working whilst ongoing challenged with COVID-19 pandemic persist)	<b>Travel Required:</b>	On exceptionally rare occasions
<b>Level/Salary Range:</b>	£DoE	<b>Position Type:</b>	Full time – 37.5 hours per week
<b>HF Contact:</b>	Josh Moreland	<b>Date posted:</b>	February 2021
<b>URL:</b>		<b>Posting Expires:</b>	5 <sup>th</sup> March, 2021 (12 noon)
<b>Applications Accepted By:</b>	5 <sup>th</sup> March, 2021 (12 noon)		
<b>Phone or E-mail:</b>	Josh Moreland <a href="mailto:joshmoreland@hamiltonforth.com">joshmoreland@hamiltonforth.com</a> 07741 261 151		
<b>Job Description</b>	<p><b>Role and Responsibilities</b></p> <p>To own, manage and support all elements of IT across estate. This position requires a forward-thinking individual, capable of driving IT change within the organisation – acting as the figurehead in the IT department and working to create a robust, scalable and progressive IT offering servicing the needs and demands of the stakeholders within the RSE.</p> <p>One of the major projects which is currently being undertaken by the RSE is the implementation of a 3<sup>rd</sup> party provided customer relationship management (CRM) tool. The CRM project went live at the end of 2020, however the successful candidate for the post will play a key role in developing the CRM project, including:</p> <ul style="list-style-type: none"> <li>• Dealing with any new development iterations – such as integration with the new website and integration with applications such as Zoom</li> <li>• Ensuring that user-base is making full use of the CRM and that the group of CRM super users and power users are adding value</li> <li>• There is an administrator role attached to the CRM; technical changes to the system have to be completed centrally and while an IT assistant is trained to provide basic changes, the IT manager will adopt the role of decision maker and architect for all administration changes to the CRM system</li> <li>• Diagnosing and providing solutions to ongoing CRM snagging issues</li> </ul>		

**Other duties will include, without being limited to:**

- Liaising with 3<sup>rd</sup> party IT service partner to create roadmap for current IT estate
- Cataloguing priority IT initiatives and delivering solutions across infrastructure, software and IT change projects
- Working with user-base to devise appropriate IT solutions – servicing the needs of a stakeholder base including fellows, awards specialists, finance, HR, operations and marketing professionals
- Overseeing the management of data storage and data access including solutions to digitise and archive older, historic documents.

**IT roadmap is likely to include, again without being limited to:**

- Server solutioning – physical server approaching end-of-life, will require to be replaced like-for-like or migrated to cloud hosted service
- Virtual servers to be maintained and 3<sup>rd</sup> party IT service provider to be managed
- End user devices – PCs, laptops, phones, printers – aging hardware to be replaced and upgraded. Appropriate secure destruction and asset / inventory management to be carried out
- Cyber security – undertake analysis of current cyber threat(s) and provide solution to best service / products and providers available to RSE
- License renewals – across a raft of applications and infrastructure products and toolkits
- Business continuity planning – including RSE's response to Covid-19 and plan for server decommissioning and data migration
- Adopting chair of IT user-group – meeting on a frequent basis to discuss ongoing IT needs across RSE with relevant stakeholders
- Managing direct report(s) in the form of ICT engineers

**Qualifications and Education Requirements**

Essential skills and qualification criteria includes a previous track record of IT engineering and management within a relevant-sized business. A proven track record in delivering appropriate IT change and best-practice across a diverse user-base is a pre-requisite, as is an ability to effectively communicate with both technical and non-technical stakeholders.

It would be advantageous (but not essential) to possess certification and accreditation across service management (ITIL), project management (Prince 2) and a strong familiarity with Microsoft product suite.

A proven track record in the delivery and implementation of CRM and other application suites is essential – as this will form a major part of the first few months of this role.

A background in public sector, third sector or quango organisations would also be advantageous – however, not mandatory.

**Preferred skills**

The RSE's estate is a mixed bag in terms of IT products and services but it would be helpful to see applicants with exposure to, and commercial experience of:

- CRM implementation experience (any suitable enterprise-level CRM product)
- Windows server (2012 onwards)
- MS office (all components)
- Windows 10, O365, SharePoint Online and OneDrive
- MS Azure
- VPN (Watchguard)
- Solarwinds ARM

**Other skills:**

- Excellent communication skills
- Pragmatic, 'can-do' attitude
- 3<sup>rd</sup> party, external vendor management experience
- Excellent time-keeping and a thirst for organisational improvement

Represented by:

[Hamilton Forth](#)

Date:

Feb 2021