**HERON & BREARLEY**

**CENTRAL SERVICES**

**IT TECHNICAL SUPPORT MANAGER**

**ROLE PROFILE**

**JOB FAMILY: HR CODE:**

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| **STRUCTURE** | **LINE MANAGEMENT RESPONSIBILITIES** |
| This role is focused on the day to day operational and technical support of I.T. department. Managing and co-ordinating the day to day I.T. Infrastructure and support.This role is based in the Isle of Man and may require regular travel across the Groups Isle of Man and the UK operations. | Responsible for the running and organisation of the I.T. support function. |

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| **MISSION & PURPOSE** |
| 1. **Understanding the business support needs**

Get to know the Company and Liaising with business head to ensure effective communication and support levels are met.1. **Understanding the business operations**

Perform a wide range of routine and non-routine tasks including implementing and maintaining systems, risk, and support, preparing ad-hoc reports. Effectively support a diverse group of stakeholders with a range of requirements, deadlines and schedules.1. **Developing and Supporting IT Systems**

Work on projects to develop and improve business systems, infrastructure and security. 1. **Customer service**

To ensure that good service levels are met within the IT function and develop new and robust documented processes and procedures to effectively manage the I.T. function. |

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| **KEY RESPONSIBILITIES & DELIVERABLES** |
| * Management organisation of the I.T. technical support department. Being part of a team ethos in being able to support and manage the department’s day to day operation and support.
* Deal with incoming support telephone calls and email enquiries; building rapport, establishing needs and appropriately allocating to relevant individual / actively resolve call themselves.
* Assessing risk and suggesting and implementing change where applicable.
* Being a pro-active leader of the IT function, offering a high-level of customer service to the Group.
* Monitor and maintain systems and alerts to ensure IT operations are secure and operational.
* To ensure that the business continuity of IT system is maintained and developed.
* Help support the business applications and give guidance to internal and external customers.
* Support the business teams effectively within normal and outside of business hours.
* To be a representative for ISO and GDPR on I.T. systems and security to ensure policies are in place and followed.
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| **SKILLS COMPLEXITY AND CREATIVITY** | **Essential** | **Desirable** |
| Able to translate business requirements into the delivery of effective solutions; | ● |  |
| Ability to deal with all work matters professionally and confidentially, exercising a high level of discretion, independence, and judgement when completing responsibilities and when dealing with senior management, employees and the general public; | ● |  |
| Able to lead by example, confident and articulate with a high attention to detail; | ● |  |
| Possess excellent verbal communication skills; able to influence or persuade others to gain acceptance, agreement or commitment to ideas and approaches; | ● |  |
| Able to multi-task and manage a variety of activities in a high-pressure environment, and deliver on converging and simultaneously occurring deadlines; | ● |  |
| Possess a high level of self-awareness; understands own and others strengths and development areas and utilises them accordingly; Unique ability to anticipate needs and proactively take action/make suggestions. | ● |  |
| A self-starter, with excellent analytical skills. Well organised with ability to work under pressure with minimum supervision; | ● |  |
| A strong sense of urgency, initiative and drive to get things done correctly, with emphasis on working with and through people in the process; | ● |  |
| Able to establish and maintain positive working relations internally and externally to achieve strategic goals and objectives; | ● |  |
| Able to step outside normal job description as required and be comfortable doing this to deliver the required service to the business; | ● |  |
| The holder of a full clean IoM/UK driving licence; | ● |  |
| Flexible attitude to national travel and overnight stays where appropriate. | ● |  |
| Various technology experience; vmware,citrix, networking, firewalls, servers, SAN’s and security products. | ● |  |
| Able to be a pro-active hands on team player within a small department. | ● |  |

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| **EXPERIENCE, EDUCATION, TYPICALLY** | **Essential** | **Desirable** |
| IT recognised qualification or Degree | ● |  |
| Minimum of 3 years’ work experience in a IT management/IT support role / leadership orientated environment. | ● |  |
| Familiarity and inclination towards working with numbers with a basic understanding of budgeting & accounting; |  | ● |
| Project Management skills |  | ● |
| Excellent Proficiency in the Microsoft Office (Excel, Word & Outlook & PowerPoint) products. (ideally with some advanced Excel formula knowledge) | ● |  |
| Knowledge of computer technologies and infrastructure. (SAN, Virtualisation, Networking, Server environments.) | ● |  |

The above statements are intended to describe the general nature and level of the work being performed. They are not construed as an exhaustive list of all deliverables and responsibilities and duties. All Heron & Brearley people are expected to be flexible in approach and may be required to perform other duties as may be reasonably required for the benefit of the Company and to add value.

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| **Date prepared:** |  |
| **Agreed by:** | **Incumbent**  | **Manager** |
| **Review date:** |  |