

Job Description

Post:	IT Manager
Location:	Edinburgh, with travel throughout Scotland
Division:	Finance and Corporate Services
Reports To:	Head of IT
Salary:	£42,500 - £48,900

Children First - Vision and Values

Children First is Scotland's national children's charity. We stand up for every child because all children should have a safe childhood. We protect children from harm and support them to recover from trauma and abuse through our national and local services. We help children, their families and the people that care for them by offering emotional, practical, and financial support. We give children hope and a safer, brighter future.

Our core values guide how each one of us works in our individual day to day job:

- With love, we put children first.
- With purpose, we transform children's lives together.
- With strength, we do whatever it takes to protect Scotland's children.

General Role

- To provide operational management of IT infrastructure, systems, services and hardware.
- To manage and lead the IT technical team to ensure a high quality, customer focused service is maintained.
- To work with the Head of IT to design, cost and implement IT solutions to meet the needs of internal and external stakeholders and to deliver on the organisation's immediate and future strategic objectives.

Key Result Areas

- Maintain secure and resilient IT services, ensuring the Children First network infrastructure, systems and endpoints are optimised.
- Monitor the availability, reliability, and performance of all systems to pro-actively detect and resolve issues arising.

- Manage and lead the IT technical team to deliver a customer-focused service, providing high quality support for Children First colleagues.
- Assess and manage risks and ensure appropriate security, backup and disaster recovery systems and procedures are in place and regularly reviewed.
- Work closely with suppliers to ensure issues are escalated and resolved promptly as and when required.
- Manage the procurement, tracking and lifecycle of IT equipment and software licences.
- Promote best practice for ITIL aligned service delivery, including regular reviews of incidents, problems and changes.
- Encourage transparency in relation to IT activities and performance, including reporting and escalating issues and risks as appropriate.
- Oversee the effective documentation of IT procedures for the implementation and maintenance of hardware, software and systems.
- Collaborate with colleagues across the organisation on projects, acting as the technical lead when required.
- Actively engage in resource and budget planning with the Head of IT, ensuring maximum value is delivered.

Additional Responsibilities

- To be committed and adhere to Children First vision and values.
- To comply with Children First Child Protection and Adult Protection policies and procedures and with National Guidance.
- To comply with Children First’s code of conduct.
- To actively consider the involvement of children, young people and families with whom we work, in all areas of practice and to implement the Children First Participation Standards.
- To actively consider the involvement of volunteers in all areas of our work and to implement the Children First Volunteer Development Policy.
- To observe all health and safety requirements.
- To work within and promote policies in relation to Equal Opportunities and anti-discriminatory practices.

Person Specification

AREA	ESSENTIAL	DESIRABLE
Qualifications	<ul style="list-style-type: none"> • Educated to degree level or equivalent experience 	<ul style="list-style-type: none"> • Relevant postgraduate/ professional qualification
Experience	<ul style="list-style-type: none"> • Experience of managing a cloud hosted IT infrastructure and a diverse portfolio of cloud hosted solutions • Strong customer service skills coupled with the ability to clearly 	<ul style="list-style-type: none"> • Experience of zero-trust security framework • Supporting Aruba network solutions • Supporting Microsoft Dynamics CRM

	<p>communicate technical information with a non-technical audience</p> <ul style="list-style-type: none"> • Managing a team of technical colleagues to deliver excellent customer focussed services • Managing the workflow bringing IT services into new sites • Working closely with suppliers to troubleshoot and resolve issues • Management and coordination of technical projects • The ability to work effectively under pressure and handle multiple tasks • Understanding of the voluntary / third sector 	
Knowledge	<ul style="list-style-type: none"> • Expertise in delivering Microsoft 365 services, Azure resources, Intune and Teams Voice • A thorough understanding of Entra ID and the principles and tools of identity and access management • LAN / WAN architecture and network device management • Cyber security, including Extended Detection and Response, and Cyber Essentials attestation • Business continuity and disaster recovery planning and procedures • Up to date knowledge of technology trends and directions 	<ul style="list-style-type: none"> • CyberEssentials Plus • SIEM solutions • Cloud print management • Video conferencing
Skills	<ul style="list-style-type: none"> • Highly motivated with a positive attitude to change • Excellent problem solving and analytical skills • Ability to plan and organise workloads and manage multiple tasks. • Ability to meet deadlines and manage conflicting priorities 	

<p>Other</p>	<ul style="list-style-type: none"> • Ability to work out of hours and on-call to support business critical IT activities • Commitment to Children First vision and values • Commitment to and understanding of the principles of participation. • Understanding of and commitment to the principles of involving volunteers. • Commitment and promotion of equal opportunities and anti-discriminatory practices at work • Awareness of personal responsibility in relation to health and safety 	
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