

Job description

Job title: IT Manager

Team: People & Resources

Responsible to: Head of People & Resources

Responsible for: External IT support

Working base: Main places of work will be Avon Wildlife Trust HQ, 17 Great George Street, Bristol BS1 5QT, Folly Farm Centre, Grow Wilder with all Avon Wildlife Trust owned or managed sites.

Overall purpose of job

To manage the Trust's internal IT services and provide support to all employees
To provide IT related project management support, oversight of systems and training on IT software and systems.

Main responsibilities

- Overall responsibility for supporting employees with use of all The Trust's IT systems.
- Management of the in-house IT ticketing systems.
- Oversight and management of IT related hardware, with forward planning for periodic equipment refreshes.
- Provide technical support for all Trust facilities, including offices and working hubs.
- Work closely with all departments to provide training in order to increase skills levels.
- Lead of IT induction and system integration for all new employees.
- Work with the People team to set up new starters and allocate equipment where needed.
- IT support for Trust meeting and events, where necessary.
- Working alongside the Head of People and Resources to manage the annual IT budget.
- Manage the relationship with the Trust's external IT provider for ad hoc support.
- Proactively monitor and respond to changing cyber security landscape.
- Manage the Trust's network infrastructure, connectivity and wireless networks.
- Manage backup, recovery and resilience planning.
 - Produce reports on IT services to present to the board.

Job specification

Management and Supervision

- Manage the relationship with our back up outsourced IT provider and other providers of IT software and hardware.
- Manage relationships with Managers and Heads of Department.

Accountability and Resources

- Work closely with the Head of People & Resources to manage the IT related budget.
- Continuously review The Trust's IT systems and advise on any change requirements.
- Analyse trends with the usage of IT systems, providing financial efficiency where possible.

Job Impact

- Manage the delivery and development of the Trust's IT systems.
- Manage the induction of new employees into the Trust's IT systems and the implementation of new systems across the Trust.
- Deliver ongoing Trust wide and department specific training around IT systems, helping the increase the skill level of employees.

Independence and Judgement

- Opportunity to use initiative to solve support issues or make judgement calls to gain the best outcomes.

People and Contacts

- Manage IT support relationships with all employees at The Trust.
- Work closely with SLT to advise on any IT related change.
- Manage external contractors and suppliers where needed.

Creativity and Innovation

- Able to analyse IT related issues and provide solutions.
- The role comes with a level of autonomy, with oversight from the Head of People and Resources. This gives the opportunity for creative thinking to manage services, improves skills of employees and provide support.

Working conditions

- Generally office based, with some travel to other Avon Wildlife Trust sites.
- Some regional travel will be expected.
- You may be required to work from other AWT hubs and at a range of locations around the West of England area.
- Occasional travel to Folly Farm and sites within Avon.
- Occasional out of hours support for events.
- Occasional evening and weekend work as necessary (TOIL awarded)
- Optional home working by prior agreement with your line manager
- You will not be required to work outside of the UK.

Person specification

E = essential criteria. D = desirable criteria

Please note - we have robust safeguarding procedures in place. This post is subject to a successful enhanced DBS (Disclosure and Barring Service) check if applicable, and we will require two workplace references.

Experience

- Significant relevant experience in an IT support role (E)
- Experience of managing or supporting multiple IT related projects simultaneously (E)
- Experience of imputing into a departmental budget (D)
- Experience of managing the IT needs within the employee lifecycle, including onboarding, induction, support and offboarding (D)
- Experience of working in a non-profit organisation, with a good (D)

Competence, knowledge and skills

- Good understanding of the functionality of Office 365, Teams and SharePoint, basic administration and online system security, with the ability to act as a knowledgeable customer to external IT suppliers (E)
- Ability to train and coach staff within our IT systems (E)
- Ability to build strong relationships with key stakeholders (E)
- Able to organise and prioritise time to effectively meet the needs of a diverse range of departments (E)
- Excellent communication skills for reports, training and presentations (E)

Personal qualities

- Personable and able to deliver exceptional service for all employees of The Trust (E)
- Highly motivated and professional (E)
- The ability to work across teams to achieve goals (E)
- Ability to communication well with a range of people across The Trust (E)
- Strong discretion, with the ability to appropriately handle sensitive information (E)
- Interest in wildlife and nature conservation and supportive of the aims of the Wildlife Trusts. (D)
- Supportive of the Avon Wildlife Trust values (E)

Our values:

- **We're determined**
Nature is facing huge challenges, but we have the skills, tenacity, and experience to help it recover and thrive.
- **We get things done**
Nature's recovery takes bold and decisive action. Our ability to work locally and at a landscape scale enables us to make an immediate and effective impact.
- **We're collaborative**
Nature connects us all. We work to bring like-minded people together, co-creating solutions that help nature and people flourish.