Hollybank Trust
Job Description

Job Title: IT Systems Manager

Responsible For: Senior IT Support Analyst

Reporting To: Head of IT

Main Responsibilities:

Role Specific

IT Infrastructure

To work closely with our Managed Service Provider and IT Helpdesk Manager to oversee the efficient running of day-to-day systems, infrastructure, operations, and support.

To plan, manage and implement infrastructure projects as defined by Hollybank's Strategic Plan

Act as technical authority for IT changes and ensure all changes are appropriate, across all virtual, physical and network configurations.

Collaborate with internal and external IT teams to ensure strong and effective controls are in place to detect and mitigate risks across on-premise and cloud environments to meet business needs and regulatory requirements.

IT Systems

Oversee a suite of digital products throughout their product lifecycles from planning to execution. Provide advice and assistance in the procurement, provision, delivery, installation, maintenance and use of IT systems and their environments.

To manage the ongoing development and support of the use of Atlassian products across the Trust (Jira and Confluence) including requirements gathering, business process workflows and automation.

Understand data flows across systems, why the data is important, where the data is going and what it needs to integrate with, by managing the configuration and implementation of API's and other integration methods.

To work closely with departments, improving the use of security of IT Systems across the Trust.

Backup and Disaster Recovery

Manage the design, implementation and execution of backup and disaster recovery plan for all infrastructure solutions, including that processes are regularly tested.

IT Projects and Digital Transformation

To support the Head of IT with managing Digital Transformation projects across the Trust.

To play an active role within the Digital Working Party, encouraging staff to work closely together, preventing duplication of effort and enabling more efficient use of resources.

Information Security

To adhere to the four principles for information security including preserving information security, protecting information, retaining integrity of information, and maintaining the availability of information.

To make recommendations to improve security and participate in investigations as required.

General

Best Practice

To maintain an awareness and keep updated with the latest initiatives and thinking, sharing new ideas with colleagues in order to improve organisation performance.

People Development

To participate in supervisions, PDRs and continuous training and development, and to seek ways of continually achieving self-development and career enhancement; to support the future skills requirements of the Trust. To ensure training needs are regularly identified and assessed and action is taken to develop skills including PDR's completed in a timely manner.

Attitude

To act as a professional and positive ambassador for Hollybank in order to support the Trust's mission and profile.

Policy promotion

To actively promote the Trust's Equal Opportunities, Health and Safety, Disability Awareness and Data Protection policies and all other existing policies. To ensure that the Trust operates effectively, fairly and in line with legislative requirements at all times.

Risk Management

To assist the Head of IT in the process of developing risk management strategies in order to safeguard the interests of the Trust.

Safeguarding

To adhere to and follow the Trust's safeguarding procedures in order to protect the safety of all children, young people and adults.

Confidentiality

In line with the Data Protection Act you will see the use and safe sharing of information as part of your responsibility. You will ensure you work in line with our data protection and information governance policies and procedures protecting and respecting the privacy of our children, young people and adults.

Flexibility

To carry out such other duties as may reasonably be required from time to time to meet the evolving needs of the organisation.

Personal Effectiveness

To deliver high-quality services that make a real difference to the service users you work with, and take personal responsibility for the health, safety and wellbeing of others.

Working Together

To work in a collaborative way, developing and maintaining positive relationships and treating people with empathy and respect.

Positive Attitude

To support and encourage positive changes and new ideas by working with our internal and external service users to meet their needs and by embracing new ways of working to enhance what we do.

To act as a professional and positive ambassador for Hollybank Trust in order to support the Trust's mission and profile.

Developing Self and Others

To be effective at developing yourself and others and communicate well.

General Attitude

To act as a professional and positive ambassador for Hollybank Trust in order to support the Trust's mission and profile.

Hollybank Trust is committed to developing the skills of its people, in line with its Investor in People status. If you have any query about your own personal development, please speak to your line manager.

HR Office use only

Regulated Activity	Yes ☐ No ☐ Notes
Last updated	

Person Specification

Requirement	Essential or Desirable	How Assessed?
Qualifications/Education/Training:		
A current and recognised IT Qualification	Essential	Application Form/Certificates
Computer Science Degree or equivalent	Desirable	Application Form/Certificates
Evidence of professional development and continuous updating of skills and knowledge	Essential	Application Form/Interview/References
Project Management Qualification	Desirable	Application Form/Certificates
ITIL Qualification	Desirable	Application Form/Certificates
Experience:		
Previous experience working in an IT environment, with active involvement with new system developments.	Essential	Application Form/Interview/References
Previous management experience.	Desirable	Application Form/Interview/References
A strong and broad technical IT knowledge.	Essential	Application Form/Interview/References
Previous experience developing Atlassian products	Desirable	Application Form/Interview/References
Previous demonstrable experiencing with managing Disaster Recovery and associated technologies.	Essential	Application Form/Interview/References
Previous experience of working with Scum methodology.	Desirable	Application Form/Interview/References
Excellent understanding of network WAN / LAN, Wireless, firewall / security technologies.	Essential	Application Form/Interview/References
Knowledge of Cloud Workloads, such as SaaS, IaaS, PaaS including Microsoft 365.	Essential	Application Form/Interview/References
Experience with IOS deployment and management.	Desirable	Application Form/Interview/References
Excellent understanding of Unified Comms / Telephony.	Essential	Application Form/Interview/References
Excellent understanding of servers including virtualisation technologies.	Essential	Application Form/Interview/References
Working knowledge of database design and system integration.	Essential	Application Form/Interview/References
Good SQL skills.	Essential	Application Form/Interview/References
Understanding of ITIL.	Desirable	Application Form/Interview/References
Previous experience working within the Care sector.	Desirable	Application Form/Interview/References

Personal Attributes:		
Ability to prioritise and manage conflicting demands and meet deadlines.	Essential	Interview/References
Excellent written and verbal communication.	Essential	Interview/References
Demonstrable proactive and innovative approach to work.	Essential	Interview/References
Understanding of confidentiality.	Essential	Interview/References
Strong analytical skills with the ability to analyse, interpret and communicate relevant information.	Essential	Interview/References
Excellent customer service skills.	Essential	Interview/References
Commitment to team working.	Essential	Interview/References
A self-starter with the ability to work alone and as part of a team.	Essential	Interview/References
Commitment to further training and a willingness to participate in continuing professional development.	Essential	Interview/References

The Trustees reserve the right to amend this document as necessary, after consultation with the individual concerned, in order to reflect changes in organisational requirements and ensure that the future goals of Hollybank Trust are successfully achieved.