



---

## Job Description

**Job title:** IT Manager

**Main purpose of the job:**

1. Overseeing HARP's IT provision across all areas of the Charity.
2. Maintaining existing systems, hardware and software, and researching, recommending and implementing new systems, hardware and software, ensuring that value for money is achieved and balanced with the Charity's needs for reliable and modern technology.
3. Managing the IT budget, including regularly reporting on expenditure, and building budgets for future requirements.
4. Through Line Management of the IT Technician, responding to and resolving IT issues raised across the organisation to agreed timeframes and targets.

**Department:** IT

**Scale:** NJC Points 32 – 36

**Salary:** £35,744 - £39,880 pro rata

**Hours:** Part Time (28 hours/4 days per week)

**Term:** Permanent

**Position reports to:** Director of Fundraising & Communications

**Position is responsible for:** IT Technician, Volunteers, Work Placements

**Main Responsibilities**

- Line Management of the IT Technician, including holding regular 121 Supervisions and Performance Reviews, and effective management to achieve the overall aims of the IT Team.
- Analyse and resolve IT related issues within the organisation on a day to day basis.
- Maintain HARP's IT hardware (PCs, server, printers, routers etc).
- Install new IT software or hardware as required on time and to budget.
- Carry out scheduled server maintenance tasks.
- Provide assistance and guidance on IT related matters for Strategy, Policies or Planning purposes.
- Research and implement potential technological solutions to assist with service delivery.
- Key role in internal Implementation Meetings advising on IT requirements for new HARP premises and projects as defined by HARP's overall strategy and business plan.
- Manage various external suppliers including telephone, broadband suppliers, access control and CCTV suppliers.

- Show flexibility and positivity to undertake any reasonable requests from management to aid HARP in achieving its aims.

### **Delivery**

- Administer HARP's e-mail system (Exchange Server).
- Administer HARP user accounts on the server (Active Directory).
- Administer setup and configuration of HARP's mobile telephones.
- System Administration of the InForm and Salesforce databases.
- System Administration of AllPay database.
- Managing the installation and ongoing maintenance of resident wi-fi networks to all HARP properties.
- Monthly visits to all HARP offices to ensure that all IT related equipment is functioning correctly and carry out any necessary remedial action.
- Monitoring of HARP systems to ensure that they are being used in accordance with HARP's policies and procedures.

### **Monitoring and Evaluation**

- Produce a monthly top-line IT Report for HARP's trustees including financial updates, project delivery updates, maintenance updates.
- Maintain the HARP IT Equipment Inventory.
- Maintain the HARP Telephone Directory.

### **Stakeholder Management**

- Develop and maintain good professional working relationships with internal staff and all agencies that work in partnership with HARP.

### **Press and PR**

- Support the work of the Fundraising & Communications Departments as required in promoting HARP's services to the local press and media agencies.

### **GDPR & Data Protection**

- Ensure that all HARP IT systems are GDPR compliant.
- Ensure HARP's card payment terminals and related infrastructure remain PCI compliant.
- Advise HARP's Senior Information Risk Owner (SIRO) on IT related GDPR matters.
- Monitoring all HARP PCs to ensure that installed anti-virus software is up to date and working correctly.

**Confidentiality**

- Treat personal, private or sensitive information about individuals, organisations and/or clients or staff with confidentiality.

**Budget**

- Responsible for delivering IT services within the agreed IT Budget.
- Make recommendations for annual IT Budgets based on anticipated requirements.
- Provide regular updates on IT Budget expenditure for reforecasting purposes.

## Person Specification

### Qualifications

1. Educated to degree level in Computer Science, IT or related field, or equivalent working experience. **Essential**
2. Industry qualifications such as Microsoft Certification, CompTIA Certification or Cisco Certification. **Desirable**

### Relevant experience

3. Experience of managing a fast paced IT helpdesk/support service, delivering excellent service levels to stakeholders, responding to issues in a timely fashion to agreed deadlines. **Essential**
4. Experience of advising on IT related provision for new projects, for example new offices or housing projects. **Essential**
5. Experience of installing and maintaining complex IT systems, including Exchange Server and Active Directory. **Essential**
6. Experience of Line Management of staff, including conducting 121 supervision sessions, performance reviews and monitoring progress against agreed objectives, resulting in a productive, motivated and satisfied team. **Essential**

### Aptitude, Skills and Abilities

7. Able to communicate complex IT issues or recommendations to colleagues in plain English, avoiding the use of technical language. **Essential**
8. A passion for IT, resulting in excellent knowledge of forthcoming trends and developments in the industry. **Essential**
9. Able to produce relevant reports for a variety of stakeholders as required, including systems reports and financial reports. **Essential**

### Personal Attributes

10. Able to deal with colleagues, suppliers, service users and other stakeholders with patience, politeness and positivity. **Essential**
11. A valid UK driving license is required. **Essential**