



INFLITE ENGINEERING

JOB DESCRIPTION

JOB TITLE: Group IT Manager	DEPARTMENT: Group
REPORTS TO: Chief Executive Officer	LOCATION: Stansted
JOB PURPOSE: <p>Inflite's Group IT Manager is accountable for the delivery of IT Services across the Inflite Group of companies. The role includes the development and delivery of IT strategy; ensuring service agreements are met via in-house and subcontract suppliers; and ensuring that all staff are equipped to deliver against both current and future business needs. The Group IT Manager will manage continuous IT system improvements across the multi-platform group and be responsible for driving group IT planning and updates. In addition, the Group IT Manager will manage the Cyber Security accreditation in place (Cyber Essentials) whilst monitoring and maintaining the infrastructure over a multi-site organisation.</p> <p>This is an exciting time to join the Inflite Team, with the group having approved a major Infrastructure upgrade, office 365 software upgrade and hardware refresh initiative. This role will be critical to ensuring smooth implementation of the infrastructure upgrade and all IT projects.</p>	
MAIN RESPONSIBILITIES AND DUTIES: <ul style="list-style-type: none">• Provide an effective IT business partnering service across the Inflite Group, working with divisional directors and managers to understand operational requirements and scope any associated projects or programmes, specifying how technology, IT staff and suppliers will deliver against this.• Lead the IT team to deliver against business technology requirements, managing both staff and suppliers to deliver a consistent IT service, acting on performance feedback and KPIs. Ensure robust help desk support and manage day-to-day issues.• Maintain GDPR and Cyber Compliance in accordance with required standards. <p>A. IT Business Partner</p> <ul style="list-style-type: none">• Support the business with the development of its technology plans and to provide IT related planning guidance to all project stakeholders, ensuring adequate IT resource is available to contribute to the projects either in-house or subcontracted (make/buy).• Leads IT projects as assigned. Using requisite experience and professional ability to obtain maximum productivity in ensuring that projects are completed within planned timescales and resource estimates.• Responsible for all stages of significant, large software, system or infrastructure development projects and the effective deployment and usage of assigned resources.	



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B. Service Delivery

- Ensures that service level agreements, contracts and negotiations with both internal staff and external suppliers are being met and continuously improved.
- Takes responsibility, within IT Services for setting targets, monitoring performance, and ensuring service delivery is provided in an efficient and effective manner.
- Reports on the performance of IT Services and progress in project and service development
- Monitors the level of customer satisfaction, at regular intervals or after each significant delivery of product or service; responds to customers' queries and complaints; ensures that, when necessary, corrective action is taken and encourages customers to take part in the continuous improvement of the products and services supplied to them.
- Performs any other duties within their capabilities as directed by the Company

3. Required Skills and Competencies:

a. Leadership

- Able to organise, plan, prioritise and delegate work schedules
- Takes responsibility for the staffing aspects of operational management and service delivery for the IT Services team
- Staff selection, recruitment and career development.
- Managing multi-disciplined IT service operations team
- Line management of 2 direct reports, undertaking annual appraisal process

b. Commercial Capability

- Able to assess commercial impact of operational expenditure and seek best value, able to prepare full-scale business cases.
- Negotiate and administer supplier contracts and service agreements

c. Develop & Implement

- IT policies and procedures, including those for architecture, security, disaster recovery, standards, purchasing and service provision

d. Business Continuity

- Ensures that procedures are in place to support the recovery of systems and services in the event of any physical, technical or environmental incident or outage, ensuring the continuity of the systems and services to Inflite.

e. Interpersonal skills

- Able to present ideas, concepts and vision in oral and written formats, and at all levels of the business.

4. Required experience

- Scoping and delivering large scale system implementations
- Management of a service desk function
- Experience across a range of IT environments and sectors



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- Oversight of IT systems and software change in alignment with ITIL standards
- Leadership and management of IT staff, supporting their ongoing career development
- Strong technical background operating in a Virtual environment, and with the following skills would be advantageous:
 - o Windows Server; AD, Exchange, SQL
 - o Sophos Firewall, VPN, Antivirus
 - o O365
 - o SharePoint
 - o Teams
 - o VMware
 - o Unix
 - o Transformation of legacy systems
 - o Cyber security awareness
 - o Understanding of GDPR
 - o ITIL Foundation
 - o Formally recognised Project Management Qualification