

IT & COMMUNICATIONS SERVICES (ICS) MANAGER

Job Description

Overall Purpose:

To ensure delivery of the Lawson West IT Services in an efficient, secure and cost-effective manner. Responsible for providing an IT service that meets the needs of the Business in terms of availability, content and secure access.

Reporting to: Director Responsible for IT

Location: Leicestershire (primary office base at Meridian Business Park in Leicester with ad-hoc travel to other Lawson-West offices required)

Main Duties:

Strategic

1. Ensuring a high level of cyber security is in place and adequate backups are taken to ensure recovery of data if required.
2. Formulating and arranging annual testing of the Business Continuity Plan.
3. Ensuring that IT Supervisors are trained to provide support to the ICS Manager as workload and/or absence dictates
4. Ensuring the IT service supports and complies with the Firm's General Data Protection Regulation (GDPR) obligations.
5. Proposing and managing the annual IT Budget.
6. Responsible for managing the relationship with third-party suppliers of IT services and goods.
8. Carry out regular software audits to ensure software licensing compliance.
9. Ensuring that IT equipment is disposed of in compliance with W.E.E.E. legislation.

Technical

1. Responsible for managing IT Support Requests, providing first-level support and problem resolution and liaising with second-level support organisations, including:
 - Initial fault determination of issues relating to applications, Windows, Servers, PCs, Notebooks, Thin Clients, printers and network.

- Hardware fault resolution, including contacting service suppliers, repairs to PCs not under warranty, swapping Thin Clients, replacing UPS units/changing UPS batteries

2. Implementation of application and other software updates as required.

3. Implementation of new hardware devices, including PCs, Thin Clients, Notebook Computer and Printers.

4. Create new users and removing leavers from the Network.

5. Ensuring provision of the VOIP phone service.

Miscellaneous

To undertake any other reasonable duties as required which may be allocated by the Director Responsible for IT.

Job Features:

Planning and Organising Planning and organising changes to the IT infrastructure and services. Planning and organising own workload to fit in with the needs of the Firm

Decision making Measuring the impact of changes to the IT infrastructure and services. Selection of IT equipment, software and third-party services. Recommending to the Board changes to the infrastructure and services. Monitoring of IT budget. Measuring the impact of legislative changes that impact upon IT services provision.

Marketing Help to generate and promote marketing initiatives, in co-operation with the Director responsible and the Company's Marketing Manager.

Supporting the team

Internal / External Relationships:
Internal customers and Board members.

External – Suppliers of goods and services. Government authorities.

Problem Solving Problem analysis and resolution. To participate in the development of improved operating practices consistent with the Firm's practice of continuous improvement