

IT Contracts Manager

Job Description

Title:	IT Contracts Manager
Date:	Dec 2017
Reporting to:	Chief Operating Officer
People Responsibility:	No
Personal Attributes:	<p>You are our IT specialist - the one we depend on to keep our business moving through monitoring the effective delivery of our IT Contracts.</p> <p>You are responsive, helpful and understand what is required to make sure our people can do their jobs. You have a keen eye for detail and are able to communicate with a wide range of stakeholders effectively.</p> <p>You demonstrate your ability to manage multiple priorities and projects at the time through effective project management skills.</p> <p>You utilise your technical knowledge and expertise to work effectively with our IT providers however, are also able to keep it simple when communicating with our people.</p> <p>You ask the right questions, challenge positively and are a skilled negotiator. You are able to identify products and services that deliver fit for purpose solutions for our business which are proportionate to its size.</p> <p>You have a good understanding of cybercrime, its risks to businesses and how to mitigate these risks effectively.</p>
Key responsibilities:	<ul style="list-style-type: none"> • Manage the IT support contracts and service, supporting the CEO to ensure quality, best value for money, and that any IT failures cause minimum impact to the Plane Saver business • Define, implement and support effective IT service management agreements with all IT vendors • Assure quality of IT service delivery from vendors, using technical knowledge to ensure that vendor proposals and responses are appropriate and fit for purpose • Act as the first point of escalation for IT issues with IT service providers, providing communication to all stakeholders and managing the supplier to ensure a timely solution • Be the conduit between our business and IT service providers to ensure that business needs are clearly articulated and agreed changes to systems carried out • Monitor technology change and advise the CEO and Board on changes which impact PSCU as opportunities or risks. • Support Plane Saver colleagues with day to day IT issues

	<ul style="list-style-type: none"> • Periodically review all areas of IT practice within PSCU and advise on whether they are fit for purpose or where upgrades are required • Put in place processes and transfer IT knowledge as needed to ensure emergency and holiday cover • Ensure that the business effectively manages its IT risk including Cyber crime through both education of employees and effective solutions from our IT providers which are monitored on a regular basis. • Develop an ongoing IT strategy to ensure continuity of systems with a strong link into budget planning including hardware, software, infrastructure, network connectivity, PC set up, mobile technologies, website delivery, telephone system integration, printing • Support the CEO to review, revise, implement and negotiate IT contracts, specifying and conducting commercial tenders and other procurement activities as needed in order to deliver PSCU IT needs • Co-ordinate the review and maintenance of the disaster recovery and business continuity plans, and to organise and implement a BCP practise annually. • Organise annual security penetration test, and to implement any recommendations or findings in a timely manner. • Ensure that computer systems are up to date at all times with regard to firmware and patches • Maintain the process and policies manual specifically Section 7 – computer and information security and safety • Maintain and develop own skills, knowledge and behaviours as well as keep up to date with regulatory standards and changes • Demonstrate the PSCU values and competencies at all times • Assist with and provide support to other projects and activities as and when required.
Qualifications:	<p>Essential:</p> <ul style="list-style-type: none"> • 5 CSE's Grade C <p>Desirable:</p> <ul style="list-style-type: none"> • Diploma level qualification in IT • ITIL Foundation • Project Management qualification (Prince 2)
Experience:	<p>Essential:</p> <ul style="list-style-type: none"> • Recent experience within an IT Support role • Proven experience overseeing IT contracts • Prioritising and planning skills to organise and prioritise workload to tight deadlines and under pressure • Experience of dealing with staff from diverse social, ethnic and cultural backgrounds • Project Management Experience <p>Desirable:</p> <ul style="list-style-type: none"> • Helpdesk or technical support experience. • Experience of working in the financial services sector and of the compliance requirements of financial services businesses

Knowledge:**Essential:**

- Expert knowledge of windows server hardware and operating systems
- Knowledge of desktop and mobile technology specifically of windows PC, iPad and iPhone/android.
- Knowledge of firewalls and network technology such that informed conversation can take place with suppliers
- Knowledge of IT based telephony products and usage
- Knowledge of risk management and how to effectively manage cyber crime risks
- Knowledge of IT Service Management principles and best practice (ITIL)

Desirable: None

Values and Competency Framework

Value	Competency	Level 1	Level 2	Level 3
Fairness	We delivery with Integrity		X	
	We are Ethical		X	
Being Responsible	We take Accountability		X	
Being Brave	We Positively Challenge		X	
	We Think Differently		X	
Service Excellence	We Communicate		X	
Working Together	We Learn		X	
	We are Supportive		X	

