JOB DESCRIPTION

JOB TITLE: ICT Support Manager, UK
REPORTING TO: CIO

ICT SUPPORT MANAGER

Objectives

Reporting to the Chief Information Officer, you will supervise the UK ICT support objectives for a leading international technology company.
While being committed to working as part of a team, you will ensure the smooth running of the internal and external ICT support systems.
You will be customer-focused and able to support the ICT objectives of the business as well as supporting customer requirements for emerging market technologies.

Attributes and skills

- Strong leadership and management skills
- You will need to be self-motivated, and very organised
- Be a strong communicator and self-confident
- Have exceptional attention to detail and be able to work on your own initiative
- Experience of working within a datacentre and or SOC
- Experience of working within a 3rd line IT support role
- Experience in CCTV, Fire & Security IP and Command & Control technology
- Experience of alarm receiving centres and their operation/technology

Qualifications

- Bachelor's degree in computer science or equivalent
- MCSE / CCNA (Other professional certifications desirable)
- ITIL V4
- 5+ years in IT management and IT support
- Experience with or knowledge of programming languages and operating systems (MS Exchange, Active Directory, and other Windows-based systems), current equipment and technologies, enterprise backup and recovery procedures
- Full, UK Driving License

Responsibilities (are to include the following but are not limited to)

- Responsible for the ICT support management across all UK business entities
- Tech support for bespoke security products to the market
- Promote the Cyber, Social Engineering and GDPR policy across the UK entities
- Responsible for the UK ICT asset list and hardware estate
- Central point of contact for a Harlow-based ARC with regular site presence and SLA
- Holiday cover for support administrators
- General IT administration duties
- Reporting of support/core systems analytics to the senior team, using BI tools
- Working between other departments to ensure smooth business operations
- Working closely with 3rd party support teams and data custodians
- Your duties will require frequent travel throughout the regional offices within the United Kingdom, promoting the IT roadmap and proactive engagement with staff & management.
- To follow Health & Safety procedures set out by the company in order to ensure the safety of you, your colleagues and others.
- Adhere to company rules and ensure compliance to ISO:9001:2015, ISO 14001:2004 & ISO 27001

Package

Basic salary of £40K + car allowance.
Company phone and laptop.

Place of work

Your regular place of work will be Chertsey, Surrey, at head office.
You will be required to have a 1hr site attendance SLA to Harlow, for ARC 1st line support.
Frequent travel to other regional offices will be required.

DISCLAIMER

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as required.