JOB DESCRIPTION
IT Support Manager

OFFICE BASE: Brooke House, Ashbocking,

WORK LOCATIONS: Brooke House and SWT Centres across Suffolk

WORK HOURS: Flexible working 2 days per week

SALARY: £32,000 pa pro rata

HOLIDAY: 31 days per annum (pro rata including bank holidays)

REPORTING TO: Head of Business Support

OVERALL PURPOSE OF JOB

Suffolk Wildlife Trust is the county's nature charity. Our goal is for Suffolk to be nature-friendly, with wildlife able to thrive across Suffolk because everyone is doing more for nature.

You will be working in the Business Support Team where we aim to deliver excellent customer service throughout the organisation. You will also support senior management to identify and implement the technical priorities to deliver the organisation goals and strategic objectives, and ensure the organisation has robust IT systems.

Typically for most day to day IT queries, an incident is raised through to our externally based IT support helpdesk who are able to resolve issues as network administrators. Our IT support contract providers are also responsible for monitoring security for IT users and networks and address security breaches if necessary and ensure off-site overnight back-up.

Your role is to work collaboratively across departments and liase on a variety of IT and hardware issues with our IT Support provider, and supervise the Trust's IT infrastructure and associated resources.

MAIN RESPONSIBILITIES

Bring technical leadership to develop the IT Strategy, to identify new IT developments and reinforce better ways of working, ensuring the Trust's IT system are as robust and resilient as possible. Implement an action plan based on agreed outcomes and mitigation steps to minimise IT/Cyber vulnerabilities identified in the organisations's Risk Management Strategy.

- Oversee computer systems, software maintenance and repair.
- Develop IT strategy aimed for efficient working and minimise IT vulnerabilities and risks identified in Risk Management Strategy.
- Support staff with IT queries.
- Assist with IT equipment purchasing and installation
- Maintain networks and connectivity for users
- Support communications and connectivity (improved connection speeds) through broadband delivery and review optimisation for each SWT centre

OTHER RESPONSIBILTIES

Yearly review of IT policies including:

- Mobile Devices Policy

- IT Security Policy

- CCTV Annual Review with Information Commissioners Office (ICO)

- Yearly review of IT recovery plan (Within Business Continuity Plan)

Support IT and Mailbox administration requirements for staff including

- Management of IT User Profiles as directed by HR and in line with personnel changes

- Management of Microsoft Office 365 Account

- Enable/Disable remote access

- Link/unlink SWT mobile devices to user accounts

- Manage IT User passwords and account permissions

- General mailbox support for staff

- Mailbox Distribution lists and Shared Mailboxes, including Public Folders

- Monitor Office 365 licence and subscriptions

Plan for replacement of IT equipment, including PCs, laptops, photocopiers and printers and take responsibility for cost effective budget.

- Review IT Server upgrades and renewals

- Monitor, update and replace central store of portable electronic equipment available for booking

Act as administrator of the Domain Control Network (Internal)

- Internal support in event of cyber attack

- Virus screening

- Manage the central office Wi-fi network

General software and other IT solutions for which support is required:

- Assist with software updates for Barclays.net finance payment solutions

- Adobe cloud account users

- Corporate fonts

- Support as required to external providers for CRM on Cloud Hosted Server and Financial Accounts on Virtual Hosted Server, including assistance with year-end data archive

- QGIS support, data sets and Google Earth files

- Monitor SSL certificates and domain names

- Skype Conference account (now Microsoft teams) training for internal users