

IT Lead

We're looking for an experienced senior or lead support technician who is ready to take on their first leadership generalist role of an IT function, in a small but growing educational business. For us IT is at the centre of how we create a great experience for our clients and create business processes that are efficient, accurate and cost effective. With 20 colleagues in HO, 150 assessors out in the field and over 500 centres with two major international clients we are a busy and constantly evolving workplace. Our business is as an awarding body; creating, assessing, administering and certificating assessments to 75,000 learners annually.

The role:

- Reporting to the CEO, be responsible for the operational management of IT Services that support assessment product lifecycles and their administration – bespoke relational database, bespoke software for Optical Mark Reader administration and related hardware.
- Be responsible for the operational management of IT Services that support all functions across the organisation, including help desk, desk top hardware and related software, telecoms, printers, OMR scanners, and web based meeting technology
- Provide the CEO and SMT with strategic guidance on how technology systems should be developed to support the business strategy. Identify development for existing systems, designing and implementing new systems and associated technologies with third parties to ensure ongoing affordability and fitness for purpose.

The post is offered as a permanent, full-time position. It is based at ESB's offices in Hattersley Court, Burscough Road, Ormskirk and offers a salary of **£29,000- £35,000**.

Please send your completed **ESB application form** (found on our website - CVs alone not accepted) as soon as possible, and by **12 noon on Tuesday, 29th May** at the latest. See details on our website.

Interviews will be held at our Ormskirk office on **Thursday, 7th June**.

Job Description

Job Title:	IT Lead
Department:	IT
Day to day supervision:	IT Support technician
Reports to:	Chief Executive
Liaises with:	Senior Managers Third parties Clients and contractors- stakeholders

Main function of work

- Reporting to the CEO, be responsible for the operational management of IT Services that support assessment product lifecycles and their administration – bespoke relational database, bespoke software for Optical Mark Reader administration and related hardware.
- Be responsible for the operational management of IT Services that support all functions across the organisation, including helpdesk, desk top hardware and related software, telecoms, printers, OMR scanners, and web based meeting technology
- Provide the CEO and SMT with strategic guidance on how technology systems should be developed to support the business strategy. Identify development for existing systems, designing and implementing new systems and associated technologies with third parties to ensure ongoing affordability and fitness for purpose.

1. Operational lead for IT

- Oversee the provision of the bespoke relational database, bespoke software for Optical Mark Reader administration and related hardware and other critical administrative systems used within the business to ensure high availability and suitable performance. Liaise with third parties where necessary to provide a single point of contact.
- In line with SLAs and our customer service standards, provide technology user support for our assessors & centres ensuring that cost effective support is provided and collating improvements to technology systems
- Operate an effective Helpdesk system, both by email and by telephone, balancing operational imperatives with strategic activities.
- Provide third line support for more complex requests and incidents.
- Advise/ work alongside Business Managers on all technical procurements, including telecoms, print estate and reprographics.
- Manage the allocated IT operational budgets, observing organisational financial management processes
- Formally report both in writing and in person, on a monthly basis, the performance of the support service against identified metrics and highlight risks, opportunities, areas for improvement and successes.

2. Strategy and Planning

- Provide the CEO and SMT with strategic guidance on how technology systems should be developed to support the business strategy.
- Plan for approved major developments of ESB's IT provision and project manage these implementations.
- Develop and implement an effective software/ firmware update strategy to ensure that all software and devices have the appropriate updates applied to minimise security risks.

3. Compliance and regulation

- Write/ review and implement all IT related policies, most crucially the Acceptable Use Policy, Data Security Policy, Disaster Recovery/ Business Continuity policies
- Contribute to Health and Safety policies for manual handling
- Develop, maintain and test a comprehensive Disaster Recovery policy and plan
- Develop and implement effective backup strategies sufficient to ensure legal and operational requirements are met, both onsite and offsite.
- Develop and maintain system documentation to an appropriate level, including cloud storage topography/architecture, to support future development, Disaster Recovery and Business Continuity.
- Test and prove the efficacy of the backup procedures on a scheduled basis.

4. IT estate

- Support, maintain and develop all IT hardware and software resources used by ESB
- Advise, procure, test and deploy hardware and administrative software as required across the IT estate in a timely fashion.
- Actively maintain and monitor the anti-virus /anti-malware provision and overall security of the IT systems on a daily basis to ensure the integrity of data, systems and resources.
- Maintain an accurate and up-to-date hardware asset register in line with the annual budget cycle.
- Maintain an accurate and up-to-date software register, including license details, renewal dates and costs, in line with the annual budget cycle.
- Ensuring all assets are disposed of in agreement and signed off by CEO
- Create and implement a system which manages the loan and return of equipment to employees.

Any other duties commensurate with role to support the organisation's business needs

Person Specification

QUALITIES	ESSENTIAL CRITERIA
Qualifications and Experience	<ul style="list-style-type: none"> • Relevant honours degree/IT qualifications at Level 5 • 3-5 years' experience in a lead/senior technical support role demonstrating highly developed diagnostic and technical trouble-shooting skills • Experience of managing the expectations of multiple stakeholders • Knowledge and experience of leading FITS or ITIL service desk operations • Ability to manage and communicate effectively with both technical and non-technical staff • Strong knowledge of basic ICT packages: Office, Outlook, Windows. • Strong knowledge of Cloud based systems • Strong experience of supporting bespoke business data systems • Demonstrated genuine interest in technology and a clear strategy for keeping up to date with developments
Personal Qualities	<ul style="list-style-type: none"> • Excellent interpersonal skills and able to work closely and establish positive working relationships throughout centres and with other key stakeholders • Ability to work effectively and calmly under pressure and manage multiple priorities • A facilitative approach to problem-solving and a 'can do' mind set • Attention to detail • Excellent organisational skills • Ability to both work using own initiative, and to lead and work effectively as part of a team • A commitment to continuous improvement • High levels of personal and professional integrity • A proactive, flexible and versatile approach

Terms and Conditions

Employment Status: Permanent, full-time (5 days a week) subject to 6 months' probationary period

Salary: Grade 5 £29,000 – £35,000

Method of payment: Monthly, in arrears

Pension: Employer contributions of between 6%-12% of total earnings using a 'Matching Design'. If an employee chooses to contribute more than 3% of gross pay, English Speaking Board (International) Ltd will match their contribution by 1½ times up to a maximum amount of 12%.

Place of work: ESB Office, 9 Hattersley Court, Burscough Road, Ormskirk, Lancashire, L39 2AY

Working Hours: 9.00 a.m. to 5.00 p.m. with one hour for lunch

Holiday entitlement: 23 working days plus 8 public holidays

Appointment subject to:

- Satisfactory references
- Confirmation of current/most recent salary details
- Verification of qualifications