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IT Manager

JOB DESCRIPTION/PERSON SPECIFICATION

COMPANY	ROSCOM Ltd	LOCATION	Derby
JOB TITLE	IT Manager		

REASON FOR RECRUITMENT

- To manage all Roscom IT systems and infrastructure
- Organise and control activities related to IT within Roscom
- Maintain documentation
- To manage the IT team

SUMMARY

- To provide a broad range of IT support with a good working knowledge in the following areas:
- Linux/Windows
- Server/desktop hardware
- Virtualisation technologies (VMware server, VMware vSphere and VMware Hypervisor)
- Networking
- Security
- Enterprise phone systems (BT Meridian)
- Technical ability with regard to current and future IT system requirements

KNOWLEDGE & SKILLS

- Good communication skills
- Be attentive to detail
- Work well alone and as part of a team
- Ability to present information at all levels concisely and informatively
- Organisation, time management and planning

- Knowledge of IT infrastructure
- Ability to deploy and understand IT equipment
- Understanding of security aspects of IT and disaster recovery

RESPONSIBILITIES & ROLE OBJECTIVES

- Ensure successful IT systems operation:
 - Email
 - File storage
 - VPN access
 - Security
 - Share Point
 - Sage CRM
 - Sage 200
 - Active Directory
 - DNS
 - SDSL Connectivity
 - Network infrastructure
 - Meridian phone system
- Keep systems documented
- Verify and ensure backups are complete and restorable
- Ensure users within Roscom are supplied with all equipment required and forward plan for changing user needs
- Ensure external suppliers and customers are informed and up to date
- Work with other areas of the business to plan effectively for resource management and assess the impact on other functions when making business critical decisions
- Supply up to date information to senior and middle management on orders and projects going through the business detailing the order content, its progress and any problems where applicable
- Management feedback and management information you are responsible for

- Compliance with all relevant company policies
- Performance manage and develop 1st / 2nd line staff to ensure objectives are met and their technical skills are part of ongoing development
- Look at methods for improving efficiency
- Observe and report improvements in both product and data delivery
- Find and propose better uses of technology
- Enable Roscom to be a visible beacon of advanced technology
- Work with Business Support to generate deployment processes and methods
- Work alongside all departments to gather and document all IT processes and procedures
- Carry out audits and update accordingly

ADDITIONAL CRITERIA/QUALIFICATIONS

- Proven track record of managing an IT team and providing support to the business

There will be times when you may be required to undertake additional tasks, duties and responsibilities within your capabilities. The company reserves the right to vary your tasks, duties and responsibilities at time and from time to time according to business needs.