awen

Ymddiriedolaeth
Ddiwylliannol
Cultural Trust

Job Outline

Job Title:
ICT Manager

Basis:
Full Time

Salary:

£38,231 - £42,479

Status:
Permanent

Base:
Bryngarw

Accountable to:
Director of Operations

Accountable for:
External ICT Contractors

Your Role:

As a key member of Awen's central team, you will lead the development, implementation, and maintenance of ICT infrastructure, systems and strategy. You will ensure secure, efficient, and innovative technology solutions that support organisational objectives, compliance and growth. The postholder will manage ICT infrastructure, oversee outsourced IT services, deliver projects, ensure GDPR compliance and cyber security, and provide technical support to staff across multiple sites and remote locations.

In this role, you will:

- Develop and maintain ICT policies, procedures, and disaster recovery plans.
- Contribute to Awen's strategy by delivering and updating the ICT strategy, identifying and implementing digital innovation and improvements.
- Lead on compliance with GDPR, Cyber Essentials Plus, and other standards.
- Oversee day-to-day ICT operations, including software updates and network security.
- Manage hardware and software inventory, user accounts, and access controls.
- Ensure telecommunication systems (physical and mobile) are fit for purpose.
- Monitor and manage ICT budgets, ensuring cost-effectiveness and value for money.
- Lead ICT projects from scoping and design through to implementation and sign-off.
- Support migration to and efficient use of cloud-based solutions (e.g Sharepoint, Microsoft Azure, Intune, Microsoft 365).
- Research and evaluate emerging technologies to enhance organisational efficiency across Awen in support of customer service and our charitable objectives.
- Manager external ICT support contracts to ensure provision of first-line and escalated ICT support for staff and troubleshoot complex issues.
- Deliver training and guidance on ICT systems and data protection.
- Maintain robust cybersecurity measures, including antivirus and firewall management, and maintain the cyber risk assessment.
- Ensure date protection compliance, acting as Data Protection Officer to maintain the integrity of Awen's data.
- Regularly review and update ICT systems to maintain security and performance.
- Present and provide information on ICT matters to Awen's Board and its committees.

General Duties and Responsibilities of this role are:

- To be responsible for your own safety and that of other staff and any member of the public who may be affected by your acts and omissions at work.
- To participate in any training and development activities to maintain own development or to enhance competence within job role.
- To uphold and integrate our purpose and values in all that you do, observing and promoting Awen's four values at all times – Creative, Empowering, Collaborative and Fair.
- To ensure that activities are completed in accordance with Awen's commitment to equality, diversity and Inclusion and in line with best practice and legislation.
- To actively challenge discrimination and stigma in the workplace.
- To be responsible for safeguarding and promoting the welfare of children, young people, and adults at risk
- To look after your own physical and psychological wellbeing wherever possible.
- To support the psychological and physical wellbeing of our colleagues/team and encourage an empathetic and inclusive culture.
- To be responsible in helping us achieve our sustainability ambition by contributing to reduce your individual carbon footprint and working towards the organisational objectives in line with the Awen sustainability strategy.
- To comply with Awen's policies and procedures.

This is not a complete statement of all duties and responsibilities comprising this post, which may have to be varied to meet the changing needs of the business.

Person Specification

The Person (ESSENTIAL CRITERIA ARE INDICATED AS **(E):**

- A high degree of initiative, resourcefulness, flexibility and a self-motivating approach to achieve business objectives. (E)
- Innovative thinker with ability to identify practical options and solutions (E)
- Confident and professional approach, leading with consistency and fairness (E)
- Positive and motivational approach to support colleagues and teams. (E)
- Leads by example with a flexible and committed approach (E)
- Forward-thinking and able to contribute to organisational aims and objectives (E)
- Passion and enthusiasm for technology and innovation (E).

Qualifications, Skills, Abilities and Experience:

	Essential	Desirable
Qualifications	Bachelor's degree in IT / Computer Science or equivalent experience.	Evidence of relevant continued professional development or certifications, for example, Microsoft Azure Administrator AZ-104, Cisco CCNA, CompTIA Network+.
Cloud-based infrastructure	Experience of managing Microsoft Azure-based Virtual Machines, VPN Gateways and Backup.	Experience of managing Microsoft non-profit subscriptions, offers and grants.
Microsoft Windows Server	Experience of managing Active Directory Domain Services, and related services including DNS, GPOs, NPS.	
Modern / Mobile Device Management	Experience of managing and deploying end user devices (Windows Autopilot, Android and iOS) using Microsoft Intune and EntraID.	Equivalent experience with alternative comparable MDM platforms.
Microsoft 365	Experience of managing the Microsoft 365 suite of services, including, EntraID, Sharepoint and Teams.	Experience of other Microsoft cloud services, such as PowerBI Service, Fabric.

	Essential	Desirable
Networks	Experience of designing and managing local area networks and associated services including Firewall configuration, Endpoint Protection, DNS, DHCP, Site-to-site VPNs, RADIUS.	Hands-on experience and knowledge of Cisco switches (and Cisco IOS command line) and ofSense routers / firewalls.
Unified Communications	Experience of implementing and managing VOIP telecommunications	Hands-on experience of the 3CX platform. Equivalent experience of similar platforms.
Enterprise WiFi	Experience of implementing and managing enterprise WiFi solutions, including certificate-based authentication and RADIUS.	Experience of using RadiuSaaS or other cloud-based RADIUS solution. Hands-on experience and knowledge of Ubiquiti Unifi access points and management platform.
Management	Previous experience in ICT management or substantial equivalent experience. Proven ability to manage ICT budgets and deliver projects. Experience of drafting system specifications and tender information.	Project Management training. IT Service Management experience and/or training, e.g. ITIL4 or equivalent. Experience of managing external IT support contracts and SLAs.

	Essential	Desirable
Problem-solving and data analysis	Excellent organisational, communication, and problem-solving skills. Ability to analyse data, provide consistent advice and present meaningful performance reporting.	Experience of using Microsoft PowerBI, PowerAutomate, DAX, M-Query, Fabric, etc, to create automated data pipelines and dashboards.
Cybersecurity & Data Management	Experience of managing cybersecurity compliance, for example: simulated phishing campaigns, systems security audits. Knowledge of GDPR and its application.	Previous experience of implementing CyberEssentials Plus or equivalent audit measures.
Business Continuity & Disaster Recovery		Experience and knowledge of implementing and testing disaster recovery plans.
Travel	Full driving licence and access to own car for work purposes.	
Welsh Language		Ability to communicate in Welsh