

Role Profile

Job Title:	IT
Salary/Banding:	4
Role Holder:	
Department:	IT
Location:	Lilleshall National Sports Centre
Reporting to:	Head of IT

Role Summary:

The main purpose of the role is to drive the delivery of the IT Strategy, proactively leading on new and emerging technologies/ innovative changes that will advance the British Gymnastics IT Services. Ensuring all activities from service management, Disaster Recovery and strategy and planning streamlines the customer experience.

Main Areas of Responsibility:

1. Proactively manage the service desk driving a customer focused, process driven approach

Typical Activities:

- Provide a focus for SLA management, customer satisfaction and productivity improvements
- Develop SLAs across the business for IT services, regularly reviewing targets and managing expectations both internally and externally.
- Lead on the introduction of the ITIL framework to the whole team
- Create and evolve processes that maximise the effectiveness of the service desk and allow the support team to add value to the customers
- Ensure all escalations are managed through to resolution, taking ownership of difficult situations, directing resources accordingly
- Line management of the support team, setting role expectations, managing 1-1s/performance reviews, coaching and developing them to increase motivation and productivity
- Regularly review system and service capacity trends, identify risks and bottlenecks, and make the necessary recommendations to the Head of IT
- Report, communicate and update relevant stakeholders on the on-going operation of services, guaranteeing visibility, timelines and expectation management across the organisation

Success Measures:

- Percentage of tickets meeting the SLA
- Effectiveness of processes introduced and clearly communicated across the organisation
- Feedback from colleagues and line manager
- Staff trained and competent
- Increase in customer satisfaction

2. Maintain and Improve the Infrastructure in line with the corporate strategy

Typical Activities:

- Maintain the integrity of technologies and services provided, minimising downtime and identifying areas for improvement within the current infrastructure
- Forge strong vendor relationships and negotiate service contracts and hardware purchases.
- Ensure strong relationships are built and managed across the organisation to best meet customer requirements to deliver – service levels, change management, processes, standards and procedures, incidents, infrastructure projects; ensuring customer satisfaction.
- Oversee the planning, scheduling, testing and deployment of releases, patches and hotfixes.
- Monitor, record and forecast throughout the year system performances, focusing on business efficiency
- Maintain a library of documentation for the network and infrastructure ensuring this is updated as the systems evolve
- Maintain business continuity plans and coordinating regular disaster recovery and failover testing of business-critical IT services
- Maintain the risk registers are up to date with the current technology offering and are updated when any changes are introduced.
- Lead on the introduction of ISO 27001 as a security standard within the organisation.
- Ensure IT service compliance with quality management, security standards and regulatory compliance requirements (e.g. GDPR), and participating in audits as required

Success Measures:

- Compliance with regulations and best practice security protocol
- ISO accreditation
- Reduction in downtime
- Policies and procedures visible and up to date

3. Accountability for data governance compliance across the IT estate

Typical Activities:

- Accountable for governance and oversight of security solutions, providing escalations for unacceptable levels of residual risk
- Line Manager and support the Database administrator to maintain a successful Data Governance Framework, which is secure and compliant
- Oversee data: maintenance, emergency (DR/Crisis), security, retention, operational and housekeeping procedures are implemented, standardised and maintained, and that team members adhere to those procedures at all times.

Success Measures:

- Data is Regulatory compliance (GDPR, privacy)
- Policies and procedures in place

Role Requirements:

1. Knowledge, Skills and Expertise

This role requires the holder to have an up to date knowledge of IT infrastructure including a good working knowledge of the following technologies:

- Virtualisation
- Storage
- Backup and recovery
- Firewalls
- Networks

In addition, the role holder will require a range of business/management skills including: project management/planning; time management; staff management, development and performance evaluation; financial management; customer service; communication and report writing.

It is anticipated that the role holder will have both relevant formal qualifications and significant experience maintaining and developing web based systems.

Demonstrable in-depth understanding of recognised industry best practices and frameworks concerning IT Operations and Support (i.e. ITIL practitioner or equivalent)

2. People

This role requires the holder to formally line manage IT colleagues; build effective working relationships with department/work area managers; share information and expertise with system users; provide support and guidance to colleagues, stakeholders and volunteer staff that collaborate/support specific projects; and build formal and effective relationships with suppliers and maintenance contractors.

3. Shaping Direction

This role requires the holder to help shape and deliver the IT strategy and annual work plan, in line with corporate objectives and priorities; and maintain the reliability of infrastructure, systems and applications.

To be successful in the role the holder will be required to plan and monitor (project-by-project):

- System requirements for internal systems e.g. CRM, eBIS, BG Score etc.
- System requirements to support web applications
- System architecture development and maintenance requirements.

In order to deliver IT capabilities matched to the organisations needs and priorities, the role holder will need a good understanding of corporate objectives and investment projects, the functionality of all departments/work areas and their systems requirements and aspirations.

4. Developing Solutions

This role requires the holder to use their initiative when:

- Prioritising projects and workflow
- Analysing and recommending technology solutions to department/work area managers
- Prioritising maintenance/technical support for complex/3rd tier technical problems and issues.

In addition, this role requires the holder to demonstrate creativity and impact when recommending/leading technology solutions.

5. Decision Making

This role requires the holder to make decisions and recommendations regarding:

- The development of the organisation's systems and capabilities, including investment in new technologies
- The prioritisation of projects and development requests, including the allocation of resources and workflow through the department
- The CPD of the IT team to keep current with new and emerging technologies.

6. Communicating

This role requires the holder to demonstrate appropriate interpersonal skills for communicating effectively with colleagues at all levels of the business when handling a broad range of technical/non-technical user issues/problems and development requirements.

To achieve this the role holder will be required to present and explain new ways of working made possible by advances in technology; interpret user requirements/problems; produce project specifications and user manuals with a degree of technical information but at a level appropriate to the audience/user; and build effective relationships with third party suppliers, maintenance contractors and external partners/stakeholders.