Job Role Profile

Job Title:	**IT Operations and Security Manager**
Department:	**IT**
Direct Supervisor:	**Head if IT**
Number of Direct Reports/Matrix Reports:	**5 Direct**
Location:	**Agile with Primary location in Gateway / Inverclyde Regional office**

Job Purpose:

You will provide vision, leadership and an understanding of state-of-the-art technology and systems ensuring a high-quality level of Hardware, Software and Support for Quarriers end users and the people that we support.

, You will lead the IT Operations and Support Team and have the responsibility of delivering and maintaining new and innovative on-site and cloud-based infrastructure, systems, and security, Including Networking and Telephony expertise, Customer service, Applied technologies and Support.

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You will be responsible for ensuring that Cyber security, resilience and recovery is a vital part of all systems and infrastructure, working with the Head of IT in ensuring the safety of all Quarriers systems and hardware.

You will be able to work at a strategic level to ensure that both user needs and business objectives are met. A key aspect of this role is to work with managers in business units across the Organisation to ensure that their current and future IT needs are aligned with their business requirements and subsequently met by the IT.

2   **Dimensions:** i.e. budget, no of staff, areas of work etc.

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Financial: Direct impact £200,000

Indirect impact £50M.

If IT Systems are not designed and implemented correctly then this will have a significant impact on staff not being able to carry out their roles.

Staff: Direct Reports = 5.

Infrastructure analyst x 2, Service desk analyst x3

The role is responsible for directly managing these members of the IT Team and working alongside the Data and Solutions Team Manager to ensure a high level of Service Delivery is maintained.

Other:

Organisation wide strategic role impacting on all geographical areas and sectors of the business.

Key Objectives and Accountabilities:

- Establish and maintain relationships with the business unit managers to ensure that their IT needs are aligned with their business requirements and that current critical issues are documented, understood and resolved.

- Ensure Quarriers' systems and devices are protected from Cyber incidents, both accidental and malicious.

- Provide effective support, problem solving and advice to users in locations across Scotland. This will include travel to local offices as required.

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- Install, support, and decommission IT hardware and software in line with the organisation's policies and procedures.

- Promote a culture which fosters innovation, creative thinking, open communication, and collaboration across the organisation.

- Develop Asset management and tracking systems and processes to ensure devices are fit for purpose.

- In collaboration with Head of IT ensure Disaster Recovery process and procedures are in place at all times.

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- Be responsible for designing and running suitable backup and recovery systems, ensuring they meet the needs of the business, while being regularly tested.

- Be forward thinking about the use of technology, embracing new and upcoming devices and systems in the pursuit of advancing Quarriers' use of technology. This includes AI, VR, IOT and tech enabled care, identifying opportunities for the organisation to deploy technical applications in a manner that improves outcomes for people we support and our staff.

- Ensure the potential use of technology within the healthcare aspects of the organisation are at the forefront of decision making, actively collaborating with partners like NHS, academia in gaining skills knowledge and technology.

- Be the IT Lead for the William Quarrier Scottish Epilepsy Centre, overseeing the effective operation of the medical and observation technologies, consulting with the providers of the technology to ensure effective patient care.

- Demonstrate the ability to influence decision makers, have a strong customer service orientation and the ability to communicate and convey understanding to all levels of staff including senior management.

- Elicit and document business requirements from users based on good practice business analysis techniques (UML, data flow diagram, ER diagrams, MoSCoW).

- Contribute to the development and implementation of an Enterprise Architecture.

- Develop technical specifications that capture user requirements (both functional & non-functional).

- Develop integrated project plans, implementation schedules, and cost estimates for major, long-term strategic projects.

- Take a lead role in ad-hoc IT project work involving research, analysis, appraisal and final presentation of fully costed options and recommendations. This work may involve the setting up of discrete working groups which you would chair and manage.

- Ensure that all electronic personal data held by Quarriers has the required levels of security/authentication applied to remain fully compliant with the Data Protection Act 2018 and GDPR.

- Develop, implement, monitor and maintain policies and procedures for Operations, Security and support, and contribute to the development of IT quality standards.

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- Manage 3rd party IT System vendors through regular liaison, provide clear information on Quarriers requirements, assessing any technical proposals and robust monitoring of the service they provide.

- Manage and maintain Quarriers Infrastructure and Cloud portfolio.

- Ensure Quarriers is compliant with relevant software licenses.

- Develop and optimise the IT Teams delivery capability.

- May be required to work out of regular hours on occasion where the need arises.

- Perform all other duties commensurate with the post.

Key Performance Outcomes and Measures:

- Effective delivery and implementation of value-adding IT projects in line with agreed specification, on time and within budget

- All Quarriers Data is accessed and stored securely through the principle of access of least privilege and incorporating data protection by design.

- Stakeholders understand the benefits of technology and information management through clear communication.

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- Quarriers' operational costs are reduced through improved efficiencies delivered through the effective use of technology.

- 99.9% availability of business-critical systems

- Number of Service Desk tickets logged as "issues" continues to remain below 30% of total calls logged.

- Ensure the development of medical and care related technologies are researched and brought into the organisation to ensure we are leaders in our field.

- Regular engagement and validation from the wider organisation that IT continues to deliver a quality service through fit for purpose technology solutions and infrastructure.

- Realisation of agreed benefits as defined within new IT project business cases. i.e. tangible ROI, better reporting, IT/business system performance improvements, process re-engineering efficiencies

- Ensure the technology needs of Quarriers are met within budget.

- Demonstrates continuous professional development.

- Managing multiple development projects with conflicting priorities

- Enhance the reputation of IT within Quarriers

- Compliance with IT policies and procedures.

- Development and management of a fit-for-purpose Operations and Support Team

- Participates fully in supervision sessions, team meetings & learning opportunities.

- Represents the Head of IT when required.

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Knowledge, Skills and Experience necessary for the role:

- Qualified to degree level or equivalent relevant experience.

- Exposure with the Microsoft Technology stack including one or more of the following: Office 365, SharePoint Online, Azure

- Significant and demonstrable experience of Infrastructure implementation and support

- Experience of working within an ITIL-based environment

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- Experience of managing business relationships, including requirement gathering and documentation

- Working knowledge of Active Directory and group policy

- Ability to understand complex and multi-platform business flows.

- Implementation and management of security infrastructure, including Firewall rules, permission-based systems, intrusion detection and antivirus. SOC or SEIM experience also preferred but not essential.

- Project management knowledge and skills

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- Methodical approach to developing a robust, reliable and functional end-to-end solution.

- Supervisory experience of effectively managing a technical IT team.

- Strong positive core values

- Exhibit curiosity and imagination in the conceptualisation and design of technology solutions.

- Good people skills, interact with a wide range of people.

- Effective communication skills: verbal, non-verbal, written & IT skills.

- Ability to put learning into practice and prepared to take on new challenges.

- An ability to understand and discuss technical / project issues with technical and business experts.

- Direct experience in relationship building to ensure the good upkeep of the Reputation IT has within the organisation.

- May be required to work as part of an on-call rota.

Key Relationships:

a. **Direct/Matrix Reports:**

- 5 direct reports and part of the IT Team that will deliver the IT Strategy and Operational Plans. As such you will actively share cross functional skills and encourage a supportive culture in any team worked in.

- Be lead point of contact for technology at SEC/Hospital

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- Actively encourage all areas of staff personal development

- Ensure effective project management techniques are used to ensure that technology-based projects meet organisational requirements on time and within budget.

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- Reports to and supports the Head of IT. As a customer facing role it is the responsibility of the Operations and Security Manager to build and develop positive working relationships with our customers, to demonstrate how IT can add value to the Organisation.

- This role will include significant interaction with the Senior Leadership Team and delegated functional managers.

c. **External Contacts:**

- Establish and build strategic relationships with external stakeholders (Academia/NHS etc)

- For suppliers and Technology Partners, proactively manage the relationship to extract best value for money while ensuring organisational requirements are met.

- Actively participate in peer group meetings/discussions with competitors and other external agencies to share and develop good practice and to introduce new ideas/ applications that will support service delivery.

- Actively research/partnerships and evaluate technology-based solutions external to the Health & Social Care sector which could add-value to Quarriers

Organisation Chart:

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Reports directly to the Head of IT. Line Manager responsibility for the operations and Support Teams

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