

Job Description: IT Systems Manager

General

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| Job Title: | IT Systems Manager |
| Location: | London |
| Reporting to: | Chief Operating Officer |
| Responsible for: | IT consultant; task management and input into the line management of the Office Assistant; occasional volunteers. |

Conciliation Resources

Conciliation Resources is an independent international organisation working with people in conflict to prevent violence, resolve conflicts and promote peaceful societies. We believe that building sustainable peace takes time. We provide practical support to help people affected by violent conflict achieve lasting peace. We draw on our shared experiences to improve peacebuilding policies and practice worldwide.

The Core and Operations team encompasses the Communications, Fundraising, Finance, HR and IT functions of Conciliation Resources and is managed by the Chief Operating Officer. The IT team consists of the IT Systems Manager, an IT Consultant and receives some support from the role of Office Assistant.

Job Purpose

To lead on the strategic development and management of Conciliation Resources' IT systems and services. To provide, with the IT Consultant and with the support of the Chief Operating Officer and the Office Assistant, a holistic IT support service for the smooth running of Conciliation Resources staff and office in the UK and any staff and offices overseas. To support the Communications and Monitoring and Evaluation teams to maintain and develop Conciliation Resources' intranet, external website and web-based communications and monitoring and reporting systems. To develop and promote organisational policies and practices, in particular those regarding data protection and IT, as a senior member of the Core and Operations team.

Scope and Accountability

The IT Manager is part of Conciliation Resources' Core & Operations team and reports to the Chief Operating Officer. The post-holder's organisational responsibilities include development, review and promotion of core organisational policies and practices, and acting as a signatory for organisational bank accounts.

The post-holder is responsible for the planning, management, development, procurement and maintenance of Conciliation Resources' IT systems, services and equipment. The post-holder is responsible for the ITC budget and advises other teams on planning for their technological needs. The IT Manager task-manages IT aspects of the Office Assistant's work, manages the IT consultant and may manage volunteers.

The post holder works closely with other members of the Core and Operations team and colleagues across Conciliation Resources' Programmes team.

Specific Responsibilities and Tasks

Provision of IT management, support and facilities in a Mac-based environment

- Develop and deliver strategic and annual planning for Conciliation Resources' IT systems and services, to support Conciliation Resources in meeting its objectives.
- Provide specialist advice to colleagues throughout the organisation on use and development of IT systems and services, promoting engagement with IT policies and practice and appropriate technological opportunities.
- Take a pro-active and preventative approach, staying informed of relevant developments in the field, and maintaining good relationships across the organisation in order to achieve and enhance compliance with information management and IT security best practice.
- Systems administration, including responsibility for, managing and developing Conciliation Resources' servers, networks and online services.
- Manage and coordinate regular maintenance of Conciliation Resources' IT systems including servers, networks, other IT hardware, client workstations, online IT systems ensuring all desktops, laptops and servers are kept backed up, up-to-date and fully secure.
- Manage, work and liaise with Conciliation Resources' IT consultant(s). Liaise with external IT service providers, including website and intranet developers and providers of other IT services, in conjunction with the Monitoring and Evaluation team, the Communications team and other parts of the Core & Operations team.
- Maintain and periodically review the organisational strategies for the procurement, repair and disposal of IT hardware and software and the standard user set up, and for the continued development of Conciliation Resources' IT infrastructure and its subsequent implementation.
- At all times maintain an up to date inventory of all Conciliation Resources' IT equipment liaising with the Finance Team to ensure all financial reporting requirements are met.
- Deliver workstation and software support and advice and undertake trouble-shooting support when necessary providing timely and appropriate management information.

Information and communications management

- Be responsible for the strategic direction and subsequent maintenance and development of Conciliation Resources' database infrastructure using appropriate software to meet user defined needs.
- Monitor and maintain the integrity of information held in Conciliation Resources' databases. Import, input and extract information from Conciliation Resources' databases as required.
- Manage password and access privileges to all Conciliation Resources' IT services.
- Help to maintain and upload content and develop Conciliation Resources' intranet and external website, communications software and services as requested by the Communications team.
- Research, strategically plan and implement measures to ensure the security of Conciliation Resources' data and systems is at all times able to address known threats.
- In conjunction with other colleagues across Conciliation Resources, review existing policies and procedures and, as required, develop and implement additional policies and procedures to taking account of new external requirements and / or responding to organisational practice and experience. This post has particular responsibility for those policies regarding data protection, and IT management and security.

Personnel Management

- Carry out the IT induction and training of all staff, consultants and volunteers on Conciliation Resources' IT systems including maintaining and developing IT help and information on the intranet.
- Management of IT volunteers, temporary staff and consultants.
- Task-management of the Office Assistant's IT responsibilities.

Other Duties

- Participate in monthly line management meetings, half yearly and annual performance appraisals and keeping the BreatheHR Information System up to date.
- Lead on budgeting for core IT expenditure; advise colleagues across the organisation on IT budgeting.
- Participate in CR-wide meetings.
- Perform other duties and tasks, as required in non-routine circumstances, from time to time.

Person Specification

Knowledge

- High level technical knowledge of Mac operating systems for servers and desktops, Linux operating systems for servers, MS Office and database software (preferably FileMaker and / or SQL), with a good appreciation of the uses and potential of IT and Internet as information management and learning tools.
- Excellent working knowledge of website content management system software (preferably Drupal).

Experience

- In-depth experience of maintaining and developing an organisation's IT systems and of developing and delivering, over time, an IT strategy working in an Apple Mac environment.
- In depth experience of providing troubleshooting support on IT matters relating to servers, networks and/or client workstations.
- In depth and demonstrable experience of maintaining and developing databases and websites.
- Experience of proactively introducing IT efficiencies into the way an organisation works and responding to its changes and developments.
- Experience of maintaining and developing websites.
- Experience of working collaboratively with a diverse range of people.
- Experience of working in an NGO environment is desirable.

Skills/Attributes

- Strong interpersonal skills and proven ability to handle diverse sources of information in a confidential, sensitive manner with due care, respect and discretion.
- Ability to work autonomously on own initiative as well as in a team.
- Advanced level IT and MS Office skills and an aptitude for, and interest in, using IT to expand an organisation's capacities.
- Ability to keep abreast of developments in the IT world proactively incorporating them when appropriate.
- Strong administrative and organisational skills.
- Excellent verbal and written communication skills with confidence and ability to communicate with a wide range of people.
- Experience of successfully delivering training on technical issues to non-technical staff.
- Effective time management skills and ability to multi-task and prioritise competing demands and routine tasks, even when under pressure, in a methodical and systematic manner.
- Accuracy and attention to detail.
- Ability to manage budgets and negotiate with suppliers.
- Willingness and ability to work irregular hours and occasional weekends when substantial systems changes are required.
- Awareness of cross-cultural and political sensitivities and capacity to listen actively to people from varying backgrounds.
- A proven interest in human rights and peace work would be a distinct advantage.

May 2019