

Digital Technology & Transformation Manager

Type:	Full time employment
Location:	Fully Remote working
Reporting to:	CTO
Salary:	£55,000 - £60,000 pa

At Ethical IT we pride ourselves in delivering high quality, cost effective and sustainable ICT solutions.

Our extensive experience within the social change sector in particular has enabled us to better understand and develop cost-effective solutions that fit organisations across all sectors. We aim to take the stress out of the management of IT and Information Security, providing our clients with transparent and reliable support and consultancy, allowing them to focus on their core operations.

We are a small, growing company of approximately 13 full time staff and a wider pool of consultants that allow us to deliver a variety of services from support to IT/IS strategy.

Although this role will be based at home, there will be instances where we will ask you to travel into client sites (primarily London) or for a team meetup/night out.

Job Purpose.

1. To support the service desk team in the day-to-day escalation of sensitive, urgent issues or more complex issues
2. To manage the project office, enabling the delivery of internal and external projects on time and on budget.

Project Management

- To act as Technical Project Manager to all projects, whilst utilising the support team to assign and complete the various project workstreams/activities.
- To ensure that customer updates, workplan design, scheduling, time entry and budget are all in place and managed according to company process.
- Ensuring that projects are delivered on time and on budget.
- To work closely with the senior management team and escalate issues or requests of a process, technical or account management nature.
- To work closely with the CTO to design and deliver solutions for customers with a particular focus on cloud technologies.

Incident, Problem and Change Escalations

- To work with the service desk to regularly review, troubleshoot and resolve escalated tickets.
- To support the service desk team to resolve issues and act as a point of escalation for more challenging requests.
- To provide excellent, responsive customer service at all times and lead by example
- To play a key role in the upskilling of the service desk and project delivery team by means of encouragement to study, document and learn as well as on the job training.
- To provide technical assistance in the 'Change Advisory Board', reviewing and approving Big and Emergency changes.

Tasks and responsibilities

Information Security

- Learning, understanding, accepting and abiding by the companies 'Information Security Policy' at all times.
- Following the various processes and procedures in accordance with the Information Security Management System.
- Being vigilant and aware of any potential Information Security risks as outlined within the various Information Security policies.
- Reporting any Information Security breaches in line with the Information Security Incident Management Policy.
- Advising and playing a key role in the review, testing and improvement of the Information security incident, business continuity, and disaster recovery procedures.
- Keeping up to date on the latest Information Security trends and stoking discussions within the business to further encourage a culture of security awareness.
- Practicing and demonstrating a risk averse approach in regard to the protection of information.

Technical Support and Project Implementation

- In-depth design, implementation, and support of IT solutions, with strong focus on MS Office 365 and Azure.
- Design, implement and support customers network infrastructure solutions
- Oversee system change requests for production systems in a controlled manner.
- Highlight/flag any potential risks to the C-Suite.

Escalation

- Be an escalation point for the service desk team to resolve challenging issues
- Ensure that relevant issues are escalated to third parties in a timely manner and regular updates provided to the customer.
- Serve as the escalation point to the C-Suite

Miscellaneous

- Work proactively to ensure that all knowledge information is maintained and updated on an on-going basis
- Detect opportunities for efficiency savings and recommend changes.
- Attend client sites and provide on-site support as and when required

Knowledge and experience

- Managed Service Provider experience is desirable
- Minimum of 5 years' experience of working in a level 3 support role or a minimum of 3 years' experience within an Infrastructure management/technical lead role.
- Solid understanding of IT principles and the various domains.
- Solid experience and understanding of installation, configuration and maintenance of Microsoft technologies
- Experience of deployment and maintenance of MS Office 365 and Azure solutions
- Experience of deploying and supporting MS Terminal Services & Citrix environment
- Solid Experience of PowerShell scripting
- Working knowledge of Software Packaging and Deployment solutions (Autopilot/Intune)
- Solid experience of VMWare & Hyper -V setup, configuration and support
- Experience with web applications
- Competent in installation and administration of routers, switches and firewalls.
- Good networking skills, including knowledge and experience of IP Routing, VLAN`s, QoS, POE and ACL`s / VPNs
- Technical project lead experience as well as experience of providing technical consultancy
- Designing & Deploying Backup solutions
- Experience of monitoring and proactively maintaining the IT infrastructure

Qualifications and skills

- Demonstrate a willingness to learn and get certified in relevant technologies through continued professional development.
- Thorough understanding of the ITIL framework
- Certifications are not essential but highly desired
- Demonstrable expertise in all activities associated with providing end user support and problem resolution on complex and difficult infrastructure issues including networking and server administration
- Extremely customer focused with the ability to develop and maintain strong relationships with customer contacts at all levels
- Strong written and verbal communication skills is essential– as consultation with clients regarding system upgrade, design & Implementation will be required



- Proven ability to identify and resolve challenging technical problems
- Sound judgement with demonstrable understanding of when and how to escalate issues
- Strong organisational skills, able to manage multiple tasks and prioritise effectively.