

ROYAL EXCHANGE THEATRE



Job Description

Job Title: IT Manager
Department: Operations
Responsible to: Operations Director

Job Context

The IT Manager is responsible for the development, running and maintenance of networks, systems, software, and devices for our IT and Communication systems, directly managing the contracts that support our systems.

MAIN DUTIES AND RESPONSIBILITIES

Management

- Develop the IT strategy for the company and an annual plan for IT upgrades and maintenance.
- Identify and evaluate new technology, software and upgrades that will be of benefit to users and to create an appropriate budget plan to allow for these developments
- Develop and manage the IT budget, ensuring cost effectiveness through competitive procurement.
- Evaluate user needs and system functionality, ensuring that IT facilities meet these needs. Including facilitating both Windows and Mac users.
- Project manage hardware and software changes plus any desk / office moves (costs, timings etc.).
- Liaise with, negotiate, and manage ongoing contacts including photocopiers, telephones, Internet providers and suppliers. Ensuring excellent cover and efficiency.
- Have a good understanding of GDPR and data protection and ensure IT systems and software are compliant, providing training and support as necessary.
- Manage access security by implementing and maintaining a password access system for existing and new members of staff
- Develop and implement an apprentice scheme.
- Input into the development of our disaster recovery planning

Day to Day

- Be a point of contact for all staff for IT, provide 'on the ground' support for IT issues.
- Ensure the smooth running of all IT and phone systems on a day-to-day basis



- Carry out scheduled upgrades and backups of hardware and software systems
- Manage software licenses and maintain a log of passwords, serial numbers and general tidy organisation of all IT
- Run internal training (promote best practice use of equipment and software)
- Set up new equipment
- Ensure all work is backed up and retrievable (and be aware of our contingency plans in case of network failure)
- Be at hand to help setup conference calls and remote client presentations
- Assist as needed with software packages
- Facilitate the training requirements for users of the system
- Support meetings and hires with the setup of meeting facilities.
- Ensure IT licenses are appropriate, adequate, and up to date.

DUTIES AND RESPONSIBILITIES OF ALL STAFF MEMBERS

- Be aware of the work of other departments in the achievement of the Royal Exchange Theatre's aims and to take an active part in communicating and co-operating with other staff and departments.
- Work in accordance with the Equality and Diversity policy of the Royal Exchange Theatre and to participate in the achievement of the theatre's Diversity action plan.
- Be aware of, and comply with, rules and legislation pertaining to Health and Safety at work and to abide by the procedures as set out in the Health and Safety policy.
- Take part in the company's work around Sustainability and reduce environmental impact.
- Be aware of and comply with rules and legislation pertaining to Safeguarding and to abide by the procedures as set out in the Safeguarding policy.
- Abide by other guidelines, procedures and policies provided by the Company.
- Take part in such working groups and committees as might from time to time be required for the fulfilment of departmental or company aims.

Note

This job description will be reviewed on an annual basis and updated as appropriate.

Person spec

- A good knowledge of IP Networks, Firewall configuration, Business Continuity and Security
 - Network infrastructure (modems, firewalls, hubs, switches),
 - Network topology (IPs & VPNs)
 - Network security.
- Experience managing IT Projects
- Ability to troubleshoot a multitude of hardware and software problems and to



- learn / adapt to new technologies
- Strong working knowledge of the latest versions of Windows Server, MS Office, including Office 365 and SharePoint.
 - Experience supporting staff with department specific software packages such as Sage, Navision and Tessitura
 - Excellent communication skills especially when dealing with complex and technical issues.
 - Ability to adapt communication style to suit the audience
 - Ability to deal with confidential and sensitive information with tact and discretion