IT Operations Manager

£35-40k

Wac Arts are seeking to appoint an IT Operations Manager. The reliance on IT services has never been more evident and Wac Arts are seeking to enhance existing and implement modern solutions to help the organisation deliver ever-better services for its users, customers and staff, across all areas of its business.

The IT Operations Manager has ownership of the deployment and management of the organisation's IT cloud, CRM, website, digital communications, data management systems and on-premises Infrastructure.

The IT Operations Manager is responsible for deploying, configuring and maintaining the organisation's IT network, cloud services, hardware and software and for providing first to third line support for staff and users, and liaising with third parties to provide resolution where further escalation is required.

The IT Operations Manager will deliver IT services to both internal users as well as customers and is required to develop and maintain service level agreements delivering enterprise level service.

The IT Operations Manager will be expected to understand the use of IT services at all levels of the business and seek out and implement solutions that rationalise and enhance productivity.

Areas of Responsibility and Accountability

Core Services and Communications

- Microsoft 365 administration
- Network and systems security with zero trust principles
- Safeguarding of children interacting with Wac Arts IT services.
- Telephony, VoIP hosting, configuration and maintenance
- Physical network infrastructure, cabling and patching, copper and fibre.
- Apple macOS and Windows desktop support
- User account and identity management and rationalisation in Active Directory and Azure AD
- Implementing modern authentication
- CCTV
- Access control for staff and visitors
- Liaison with outsourced third-line support on behalf of staff
- File services, on-premises, SharePoint Online and OneDrive
- Microsoft Exchange
- Managed print services, ensuring best value and implementation of modern solution.
- Management of and ensuring integrity of organisational data
- Backups, contingency and disaster recovery
- WAN connectivity
- Network routing and switching, VLAN configuration, bandwidth management.
- WLAN configuration and maintenance

- Windows server 2012 to 2019

Application Support

- Provide a helpdesk service adhering to best practises
- Microsoft 365, Office, Teams, SharePoint Online
- Website (WordPress) maintenance, updates, security, backup and integration with related products and services
- CRM (Salesforce) configuration and maintenance, assisting in development of solutions
- Rooming, timetable and attendance system - configuration and maintenance
- Event booking system (Yesplan) - configuration and maintenance
- Financial Software (Quickbooks)
- Student Records

Person Profile

Essential Skills and Capabilities

- Microsoft 365 implementation and administration
- Active Directory and Azure AD administration
- Exchange Administration
- Experience maintaining and troubleshooting IT networks, server and cloud services
- Experience in implementing new IT solutions from a technical and end-user perspective
- Excellent communication skills written and verbal for both technical and non-technical team members and users
- Endpoint management using an MDM solution
- Network and service security
- Team work - seeks ideas and inputs from colleagues to make best use of team expertise and improve team performance
- Team work - freely shares knowledge and findings with others
- Ability to work unsupervised, in teams and stand alone
- Flexible and adaptable in regards to learning and understanding new technologies
- Determination and motivation to succeed
- Has the drive and commitment to see activities to completion
- Enthusiastic, with a positive 'can-do' attitude
- Identifies issues and takes a proactive approach to dealing with them
- Ability to effectively prioritize and execute multiple concurrent work streams in a high-pressure environment

Experience of the following is highly desirable

- Salesforce administration
- Hold relevant professional qualifications, i.e., Microsoft, CompTIA+, Cisco CCNA
- Asset management
- Cloud infrastructure, Azure, AWS etc.

- Managed service provision
- ITIL
- Hosting
- Network routing and switching, TCP/IP, DNS, DHCP, VLAN configuration