

JOB DESCRIPTION - IT MANAGER

- Responsible to:** Head of IT and Office Services
- Purpose of Position:** To effectively manage and develop the Greensleeves Care site networks in line with the strategic and operational organisational requirements. These networks currently comprise of more than 25 infrastructures, within a healthcare environment. Whilst also ensuring the safe and reliable running of all ICT systems, in order to maintain a high quality service for staff and residents.
- Direct line reports:** 2
- Key Relationships:** Head Office IT Department, Head Office Middle/Senior Management, Home Management teams, Greensleeves External Service Desk (RFA) and Third party suppliers.
- IT Department:** You will be part of a small and friendly internal IT and Office Services department currently comprised of the Head of IT and Office Services, Office and Facilities Manager, IT Network and Desktop Support Engineer, IT Desktop Support Assistant and Office Services Assistant. However, the team also extends to our external Service Desk, currently operated by RFA UK Limited, with the latter providing 1st and 2nd line support to all system users across the Trust.
- Location:** Based in Central London (Fenchurch Street) - Head Office
This role will require travel to Greensleeves Care Homes located across England. Note: Overnight stays may be required on some project related work due to the location of these sites. See website for details: <https://www.greensleeves.org.uk/home/care-homes/>
- The post holder will need to work flexibly in response to service requirements. Early starts or late finishes and some evening and weekend work may be required from time to time, with prior notice where possible.

Principle Responsibilities:

Information Technology (IT)

- Project manage the IT requirements for major site moves/upgrades.

- Manage the security of the Trust's network.
- Manages the Trust's Telecoms equipment and services
- Assess new IT systems are compatible with current Greensleeves networks.
- Manage the IT network support staff.
- Maintains documentation of systems, maps, procedures, user and technical information.
- Responds to any "out of hours" critical alerts as required.
- Manage and oversee the installation, configuration and maintenance of the networks.
- User inductions and training on Greensleeves systems.
- Device management.
- Managing and maintain the current recycling process.
- Network resource management i.e. storage, connectivity.
- Supporting Head of IT and Office Services with communicating when a major incident occurs.
- Manage the existing asset register and keep it up to date with any network updates.
- Working on high end projects in the department, including planning and proposals, new build sites, site upgrades and acquisitions.
- Assess and evaluate IT spends at the sites.
- Develop policies and procedures for the use of IT
- Third party supplier management.
- Reporting project outcomes to the Head of IT regularly.

Other Greensleeves

- To deputise for the Head of IT and Office Services in their absence.
- To undertake any other duties that may be reasonably required within the parameters of the position.
- Working out of normal office hours might be required on projects, but will be arranged in advance.
- Work collaboratively with colleagues as required on IT related matters.



- Promote and adhere to Greensleeves Care Values of Respect, Openness and Responsibility.
- Ability to work autonomously within defined parameters, with little or no supervision.
- To actively promote, to the business, the department and its activities.

Projects

- You will be required to work closely with the Head of IT and Office Services on various IT related projects that form part of our strategic transformational plan for the Trust.

In addition to the duties and responsibilities listed; the job holder is required to perform other duties assigned by the manager from time to time.

JOB DESCRIPTION - IT NETWORK MANAGER

Post Holders Signature _____ Date Signed _____

Line Managers Signature _____ Date Signed _____