JOB ADVERTISEMENT

IT MANAGER

Full-time staff position, based in the UK with potential travel.

December 2020

INTEGRITY

Introducing Integrity

Integrity is an ethical consultancy and service provider working in challenging and complex environments around the globe.

We help our clients succeed in fragile and challenging environments while building trust and understanding as the basis for transformative change.

We work across all phases of the programme and project cycle, delivering ten complementary services: research, evidence and analysis / monitoring, evaluation and learning / data and knowledge management / programme and project management / grant and fund management / risk management / technical assistance / capability and capacity development / stakeholder engagement / communications. Our services are underpinned by the principles on which we were founded, a commitment to providing reliable information and evidence, and expert and high-quality delivery.

Headquartered in London and Washington DC, Integrity also has offices in Jordan, Kenya, and Pakistan. Our multi-national team of over 50 specialists deliver a diverse and global portfolio of projects for a range of government clients and international institutions including DFID, USAID, the FCO, US State Department and the World Bank.

We are guided by an organisational vision, mission and commitment.

Vision: Integrity sets the international standard for ethically delivered, expert services in conflict, post-conflict, and fragile contexts. We transform conflict and build stability, accountability, and prosperity.

Mission: We help clients and communities to build trust and understanding as the basis for transformative change. We do not advocate: we listen, comprehend, and recommend.

Commitment: We uphold the highest ethical standards in our service delivery, our employment of staff and our interaction with people. This ensures not only that our clients receive the best possible service but that we benefit the individuals and communities amongst whom we work. See our values **here**

Further information about Integrity can be found at **www.integrityglobal.com**.

Scope of Work

Integrity seeks an Information Technology (IT) Manager to take primary responsibility for day-to-day provision and management of IT hardware, software and cloud technologies to help Integrity's international team of staff and consultants succeed. The IT Manager will work across all areas of the business and will play a key role in shaping IT infrastructure and user culture.

The IT Manager will deliver projects supporting the company's infrastructure, compliance, security and cost efficiency and effectiveness, and will engage in IT project delivery to clients. The IT Manager will report to the Head of Data and Knowledge Management (DKM) and will work closely with the DKM team and wider Operations Team.

Integrity Research and Consultancy | Registered in England: No. 07321996
Offices: United Kingdom, United States, Jordan, Kenya, Pakistan | Phone: +44 (0) 207 759 1119
Email: info@integrityglobal.com | Website: www.integrityglobal.com | Follow us on in

Terms of Reference

A. IT leadership and administration (40%)

- Day-to-day management, enhancement, and monitoring of Integrity's Office 365 tenant, including productivity (Office, OneDrive, SharePoint) and security/management (InTune, Enterprise Mobility Suite, Advanced Threat Protection, Mobile Device Management).

- Primary responsibility for Integrity's IT asset management system, including laptops, desktops, mobile devices, BYOD, AV equipment, office networks.

- Engage with other teams (Business, Corporate, Services) to advise on the development and roll out of suitable IT service integrations (eg with accounting systems, resource management tools, data visualisation packages).

- Identify, propose and deliver strategic 'roadmap' improvements to IT systems, processes and tools, including Advanced Information Protection in first 3-months in role.

- Lead IT 'helpdesk' to support core team to resolve technical support issues.

- Provide emergency IT assistance as part of Integrity's IT security incident response team.

- Identify and deliver cost efficiencies to meet IT infrastructure cost targets and provide value for money.

B. Project delivery support (30%)

- Provide IT insights to project design and contribute to proposal narratives and budgets

- Act as dedicated IT liaison for billable projects, including as 'Product Manager' for bespoke software applications

- Deliver billable project-specific IT service to clients, including project IT helpdesks

- Provide emergency IT assistance as part of Integrity's IT security incident response team.

C. IT policies, processes, compliance (20%)

- Evaluate and propose updates to Integrity's IT policies and processes (eg Information Security Policy) and take day-to-day responsibility for compliance.

- Ensure successful processes for managing membership to company systems, resources and communication channels and 'need-to-know' access to project resources.

- Review Integrity's IT procurement protocols and support the identification, procurement, configuration and management of suitable IT hardware, software, delivering cost efficiencies through supplier relationships.

- Lead IT 'onboarding' process for new staff and consultants, and develop a suite of training materials, including on cyber security awareness.

- Lead IT 'offboarding' process for departing staff and consultants, evolving existing processes.

- Ensure Integrity's compliance with client, project and jurisdiction IT security legislation, including GDPR.

Integrity Research and Consultancy | Registered in England: No. 07321996
Offices: United Kingdom, United States, Jordan, Kenya, Pakistan | Phone: +44 (0) 207 759 1119
Email: info@integrityglobal.com | Website: www.integrityglobal.com | Follow us on

- Deliver IT security consultancy to Integrity's project teams to advise on best practices for ensuring secure IT operations in all operating environments / geographies, and articulate best practices in writing and presentations.

- Identify, qualify and/or maintain necessary and advantageous certified standards (including Cyber Essentials).

D. Management (8%)

- Reporting to Head of Data and Knowledge Management.

- Contributor to the quarterly Data and Knowledge Management Committee.

- Functional management and capacity building of IT team responsible for information security policy development and implementation.

- Line manage Officer- and Apprentice-level IT personnel.

E. Learning (2%)

- 2% of the IT M's time will be reserved for professional development and learning activities.

Your Experience and Expertise

You will have:

- 5-10 years' experience in an IT management role.

- Strong working knowledge administering Office 365 and SharePoint, inc. management policy configurations for medium size organisations.

- Ability to communicate complex information and influence a range of audiences through compelling written and verbal presentations.

- Ability to work under pressure, to tight deadlines and in challenging environments.

- Proactive and positive team player who enjoys helping users

It is **desirable** that you will also have:

- Experience working with Government documents, and familiarity with Government information management protocols (eg sensitivity marking)

- Experience working on donor-funded projects.

- Experience with digital data collection, analysis and visualisation packages (eg SurveyCTO, Kobo Toolbox, PowerBI, Tableau, Kumu, NVivo, STATA, SPSS).

Languages:

- Written and oral fluency in English, with the ability to write clear and compelling narrative;

- Additional languages (French, Arabic, Urdu, Dari/Pashto).

Integrity Research and Consultancy | Registered in England: No. 07321996
Offices: United Kingdom, United States, Jordan, Kenya, Pakistan | Phone: +44 (0) 207 759 1119
Email: info@integrityglobal.com | Website: www.integrityglobal.com | Follow us on

Core Competencies

You should also demonstrate the following core competencies:

Level 1: Team competencies	Level 2-4: Management competencies
• Ethics • Leadership • Planning and Organising • Development and Continual Learning • Results Focus and Initiative • Teamwork • Customer Orientation • Communication • Managing Change	• Analytical and Flexible Thinking • Achievement Focus • Managing Resources • Teamwork and Team Leadership • Customer Orientation • Influencing • Organisational Knowledge • Organisational Alignment • Strategic Thinking • Accountability • Developing Talent

How to Apply

If you are interested in applying for this position, please complete the application form at **www.integrityglobal.com/apply** and attach a CV and Cover Letter at the bottom of your application.

The closing date for applications is **15 January 2020**. However, we will review candidates on a rolling basis and the vacancy may be filled before this deadline. **We encourage early applications.** Please be advised that only shortlisted applicants will be contacted.

Candidates must have the right to work in the UK.

Integrity is an equal opportunities employer. And positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity. We will respect your confidentiality and abide by UK data protection laws.

Integrity Research and Consultancy | Registered in England: No. 07321996
Offices: United Kingdom, United States, Jordan, Kenya, Pakistan | Phone: +44 (0) 207 759 1119
Email: info@integrityglobal.com | Website: www.integrityglobal.com | Follow us on

LISTEN
COMPREHEND
RECOMMEND