



**JOB ADVERTISEMENT**

## **IT MANAGER**

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

**June 2021**



## 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 eleven complementary services: monitoring, evaluation and learning / data and knowledge management / research, evidence and analysis / advisory / project management / communications / risk management / technical assistance / capability and capacity development / stakeholder engagement / grant and fund management. 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 60 deliver multi-year projects, programmes and consulting assignments to a wide range of government clients, international organisations, foundations and private sector clients.

**Vision:** Integrity sets the international standard for ethically delivered, expert services in complex and challenging contexts. Our work helps create stability, accountability and prosperity.

**Mission:** Based on evidence and learning, 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:** Integrity upholds the highest ethical standards in our service delivery, our employment of staff and our interaction with people. Through adherence to our core values, we ensure not only that our clients receive the best possible service but that we benefit the individuals and communities amongst whom we work.

Further information about Integrity can be found at [www.integrityglobal.com](http://www.integrityglobal.com).

## How the IT Manager fits into The Integrity Team

*This role will be a varied role at Integrity, supporting projects and a global team with quality IT systems and support.*

Integrity seeks an Information Technology (IT) Manager with 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 as part of the IT Team.

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 Senior Manager, IT and will work closely with the wider Operations Team. Specific responsibilities include:

## Terms of Reference

### A. IT administration and support (40%):

You will:

- Provide 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).
- Lead IT 'onboarding' process for new staff and consultants, including user training and guidance production.
- Support in advancing Integrity's cyber-security and privacy postures, including compliance with Cyber Essentials and GDPR legislation.
- Take 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 (e.g., with accounting systems, resource management tools, data visualisation packages).
- Work as part of Integrity's IT 'helpdesk' to support core team to resolve technical support issues.
- Identify and deliver cost efficiencies to meet IT infrastructure cost targets and provide value for money.

### B. Project delivery support (30%):

You will:

- Provide IT expertise across a range of Integrity's client projects, including client/partner user management, Office 365 advisory services, project IT support.
- Deliver project-specific IT equipment advice, procurement, configuration.
- Deliver project-specific software advice (data collection, data analysis, data visualisation) and ensure smooth and cyber-secure integration with Integrity's IT infrastructure.
- Provide emergency IT project assistance as part of Integrity's IT security incident response team.

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

You will:

- Evaluate and propose updates to Integrity's IT policies and processes (e.g., Information Security Policy) and take day-to-day responsibility for compliance.
- Manage and prepare various monthly reports identifying billable costs to various projects, including project specific billable reports where required.
- Ensure successful processes for managing membership to company systems, resources and communication channels and 'need-to-know' access to project resources.

- 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.

#### **D. Management (8%):**

You will:

- Report to Senior Manager, IT.
- Contribute to the quarterly Data and Knowledge Management Committee.
- Potential line management and capacity building of IT Officers and Apprentices.

#### **E. Learning (2%):**

You will:

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

## **Your Experience and Expertise**

The IT Manager will have:

- 3-10 years' experience in an IT management role.
- Relevant qualifications in IT (e.g., HNC, HND or degree in Computing: Technical support or another relevant technical subject).
- Advanced demonstrable knowledge administering Office 365 (inc. SharePoint Teams, OneDrive, Office), 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 complex operating 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 (e.g., sensitivity marking).
- Experience working on donor-funded projects.
- Microsoft Office 365 certification.
- Experience with digital data collection, analysis and visualisation packages (e.g., 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).

## Core Competencies

You should also demonstrate the following core competencies:

Level 1: Team competencies	Level 2-4: Management competencies
<ul style="list-style-type: none"><li>• Ethics</li><li>• Leadership</li><li>• Planning and Organising</li><li>• Development and Continual Learning</li><li>• Results Focus and Initiative</li><li>• Teamwork</li><li>• Customer Orientation</li><li>• Communication</li><li>• Managing Change</li></ul>	<ul style="list-style-type: none"><li>• Analytical and Flexible Thinking</li><li>• Achievement Focus</li><li>• Managing Resources</li><li>• Teamwork and Team Leadership</li><li>• Customer Orientation</li><li>• Influencing</li><li>• Organisational Knowledge</li><li>• Organisational Alignment</li><li>• Strategic Thinking</li><li>• Accountability</li><li>• Developing Talent</li></ul>

## How to Apply

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

The closing date for applications is **18<sup>th</sup> August 2021**. 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.*