



**JOB ADVERTISEMENT**

# **MANAGER, IT**

Full-time staff position based in the UK.

**October 2023**



## 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 80 deliver multi-year projects, programmes and consulting assignments to a wide range of government clients, international organisations, foundations and private sector clients.

**VISION:** To set the international standard for ethically delivered expert services in complex and challenging contexts.

**MISSION:** We use evidence and learning to provide trusted advice and enable change for a sustainable future.

### VALUES:

- **Courage:** We work on many of the world's most complex problems. We stand against violence in all its forms. We are unafraid to stand up to illegal or unethical practices.
- **Objectivity:** We challenge conventional thinking. Our recommendations are not based on assumptions or ideology but evidence and learning.
- **Diligence:** We incorporate our best individual and collective intellect through rigour, reflection, and collaboration.
- **Accountability:** We take responsibility for the quality of our work and performance. We hold ourselves to account through clear policy and process, sustained by long-term profitability.
- **Sensitivity:** We understand the impact of our presence and our work, empathise with people's situations, and commit to do no harm.

**ETHICS:** Integrity upholds the highest ethical standards in our work, our employment of staff and our interaction with people. Through adherence to our core values, we ensure the best possible service, and benefit the communities amongst whom we work.

We commit to building a diverse and inclusive organisation where all feel safe and able to progress, contribute and be heard, regardless of gender, race, disability, age, sexual orientation, religion, marital or parental status.

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

## Scope of Work

Integrity requires a committed and professional IT Manager (IT/M) with a range of skills and competencies to support a growing team of IT professionals in Integrity's UK Office. The IT/M will take full responsibility for managing project-specific IT systems and support the company's IT infrastructure, including compliance, cyber security, cost efficiency and effectiveness. The IT/M will engage in designing, implementing and managing new technologies, suitable for current operating environments. The IT/M will report to Senior Manager, Data & Knowledge and will have line management responsibilities of IT staff at the officer level.

## Terms of Reference

### A. Project-specific IT delivery and Microsoft 365 tenant administration (60%)

- Provide dedicated IT expertise to select Integrity projects. The role will require international client/partner user management, project-specific Microsoft 365/Azure Active Directory tenant administration, SharePoint sites, cloud applications, LAN and wireless network infrastructure, MDM, and the project IT helpdesk management.
- Expertise in managing and securing Microsoft 365 Tenant, meeting CIS Security Benchmarks and industry best practices.
- Lead on the configuration and review of 365 tenant, including security reviews, on a regular basis evaluating the suitability for the current operating environment.
- Deliver and manage project-specific IT equipment assets, procurement, and configuration using Microsoft Intune to manage endpoints and secure using Defender for Endpoint.
- Deliver project-specific software advice (data collection, data analysis, data visualisation) and ensure smooth and cyber-secure integration with Integrity's IT infrastructure.
- Lead IT 'onboarding' process for new project personnel, deliver regular user training including on cyber resilience, and the production of up-to-date training and guidance materials.
- Generate monthly and quarterly Information Security check reports covering findings, mitigations, relevant briefing details, and participate in security review calls with the client and project team.
- Cyber security monitoring: Investigation of security alerts, M365 monitoring alerts and Defender-identified vulnerabilities.
- Provide emergency IT project assistance as part of Integrity's IT security incident response team and disaster recovery/business continuity.

### B. Company IT administration and support (25%)

- Provide day-to-day management, enhancement, and monitoring of Integrity's global IT Infrastructure including; Microsoft 365 tenant, Active Directory, Azure Virtual Desktop, Amazon AWS, productivity (Office apps, OneDrive, SharePoint, Power Bi) and security/management (Intune, Mobile Device Management, Advanced Threat Protection, Defender for Endpoint).
- Microsoft and Third-party licence audits and asset management, keeping track of license changes.
- Support in advancing Integrity's cyber-security and privacy postures and participate as a member of Integrity's IT incident response team.

- Engage with other teams (Business, Corporate, Services) to propose, justify, and deliver suitable new technology and IT service integrations (e.g., accounting systems, resource management tools, data visualisation packages).
- Work as part of Integrity's IT 'helpdesk' to support the core team across different geographies to resolve technical support issues.
- Identify and deliver cost efficiencies to meet IT infrastructure cost targets and provide value for money.

### **C. Company & Project-level IT policies, processes, compliance (10%)**

- Evaluate and propose updates to Integrity's IT policies and processes (e.g., Information Security Policy, Mobile Device Management policies, compliance policies) and have primary day-to-day responsibility for compliance, including Cyber Essentials Plus, US Federal Regulation Section 889, FIPPs and EU GDPR legislation.
- 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 proactive IT security advice 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. Staff Management (5%)**

- Line manage IT staff at the Officer level, and support IT recruitments at the company and project level.
- 2% of the IT/M's time will be reserved for professional development and learning activities.

## **Your Experience and Expertise**

### **Essential:**

- Advanced M365 and Azure administration with a minimum of 3-5 years' experience.
- Relevant qualifications (e.g. degree(s), ITIL, CIS / COMP-TIA, Cyber security, Microsoft 365, Azure).
- Experience working with sensitive information / assets.
- Experience delivering IT procurement (hardware, software).
- Significant user support experience.
- UK Security Cleared / clearance eligibility.

### **Desirable:**

- Experience with ISO 27000 / 27001 management / certification.
- Experience deploying Microsoft Advanced Information Protection (AIP).
- Experience administering the Amazon Web Services suite.

## Languages

- Written and oral fluency in English, with the ability to write clear and compelling narrative.
- Other language proficiency desirable.

## 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> |

## Hybrid Working

Integrity is a hybrid work employer offering a flexible working model that supports a blend of in-office and working from home time. Each office has its own flexible working model to meet local needs and demands.

## 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, explaining why you are suitable for and want the role. **Applications submitted without a cover letter will not be considered.**

The closing date for applications is **30<sup>th</sup> November 2023**. 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. We encourage applications from suitably qualified and eligible candidates, regardless of gender, race, disability, age, sexual orientation, religion, marital or parental status. We will respect your confidentiality and abide by UK data protection laws.*