

Role Profile: IT Manager

Vacancy Description

Amiosec is an exciting and growing UK technology company with innovation, agility and state of the art technology at its core. We work in partnerships with UK government customers and commercial providers to deliver research, technology and products in the communications security sector.

We have a vacancy within the Operations team for a talented IT Manager to join us to lead and shape the IT Operations supporting the continued growth of the business.

The successful candidate will be responsible for the IT Team managing, maintaining and supporting our internal computing infrastructure including secure environments and cloud-based services. Our infrastructure encompasses Windows, Linux and MacOS/iOS environments and you will bring advanced system administration skills to the team. You will need to be highly organised and efficient with the ability to build and influence teams, with a common sense and flexible approach.

Responsibilities include:

- Maintain and manage internal IT computing infrastructure - hardware and software environments, internal & external-facing networks, performance, monitoring, reporting and continual patch maintenance ensuring security of systems
- Responsibility for infrastructure development and continuous improvement
- Continuous improvements with policies, procedures, controls and guidelines for Information Security
- Key stakeholder to deliver attainment of ISO 27001, ensuring the security and confidentiality of our systems including ongoing compliance with GDPR and Cyber Essentials
- Management of the Information Security Management System, including leading internal and external audits for ISO 27001 and Cyber Essentials
- Proactively identifying IT needs, proposing solutions and acting on them
- Shaping the IT Team, identifying resource challenges and gaining justification for additions to team
- Working with Managed Services to developing a ITIL service culture within the IT team ensuring timely updates and resolution of tickets within SLAs
- Working in collaboration with Engineering Development Teams, Programme Delivery, Managed Services and Production teams to deliver IT Support & Delivery necessary to support their growing requirements
- Identifying risks and taking steps to mitigate them
- Provide risk based direction for future system enhancements
- Management, definition and (where appropriate) automation of IT processes, including onboarding, staff support and access control
- Defining and standardisation of new starter IT equipment within all areas of the business
- Implementing procedures and tools that proactively ensure security of end user devices
- Ensure that all IT deployed enables a secure hybrid working environment for Amiosec employees whether they are working remotely or within office buildings
- Ongoing development and improvements to existing BCDR plans minimising the effects of outages and disruption to business operations
- Reporting directly to the Head of Operations and working closely with other business units leads and departmental heads



Skills and Personal qualities required:

- Previous experience as an IT Manager, Infrastructure Manager or Information Security Manager
- Windows systems administrator, to an advanced level, Linux administrator, MacOS/iOS experience, collaborative tools, cloud services including Office 365 and AWS.
- Good understanding of IT networking and access management controls
- Enthusiasm for technology and desire to understand it, work with it and develop innovative solutions
- Experience managing technical service environments and delivering IT services in line with internal and external SLAs
- Project Management experience would be an advantage
- Self-motivated, ability to work individually or as a member of a multi-discipline team
- Willingness to be flexible and embrace new technologies/techniques
- Good time management skills, ownership of own deliverables
- Tenacious troubleshooting and problem-solving skills
- Excellent communication skills (including generation of written content including reports, technical documents and whitepapers)
- Ability to investigate and understand internal and external customer needs
- Ability to foster and develop innovative ideas
- Lead and contribute to improvements in systems & support and our innovative ways of working

Note: Due to the nature of our work, all candidates will be required to obtain and maintain an appropriate UK security clearance.

The successful candidate will enjoy a highly varied and responsible role within an exciting, dynamic and expanding technology company delivering products, services and solutions to support our growing customer needs. You will be working as part of a friendly, highly motivated, passionate, and professional organisation.

