



Job Description – ICT Manager (Higher Executive Officer)

Reporting to the Head of Corporate Services, the successful candidate will manage CORU's ICT function including procurement and project management of the ICT systems in relation to registration, education and fitness to practise and associated support systems such as complaints, finance, HR and workflow management. The ICT manager will also be responsible for quality and process improvement initiatives.

In addition, the ICT manager will provide general ICT technical support functions including management of ICT projects in a rapidly growing and changing environment.

This person will:

- Be responsible for all ICT operational activities and take responsibility for the effective management, performance and improvement of CORU's ICT functions.
- Ensure that all ICT operating systems and applications are secure and fit for purpose, continually reviewed and enhanced and that they will best deliver on CORU's business needs.
- Drive ICT medium and long term strategy and develop appropriate ICT policies for Council approval.
- Prepare ICT department's annual business plan, annual budget and monitor and control expenditure
- Advise on appropriate technology and infrastructure to support the Council in achieving its strategic and business objectives.
- Manage and maintain all ICT systems, service contracts and applications to tender. Develop knowledge management systems to support the Council in delivering its statutory obligations.
- Ensure that all ICT spend meets public procurement standards.
- Manage individual, team and department performance and implement the Council's performance management and development system.
- Continually Update and Administer anti-virus, firewall and VPN infrastructure to ensure that all systems are secure and comply with Data Protection requirements.
- Create and manage user accounts on Active Directory and Exchange
- Collect, document and present processes, project and product metrics such as utilisation, lead times, bug detection and quality statistics
- Develop, update and maintain CORU's website
- Deal with routine queries and complaints.
- Any other tasks as may be assigned by the Head of Corporate Services or other Officer from time to time.

Essential Knowledge and Experience:

- Relevant third level qualification and a minimum of 3 years relevant experience in a similar management role.
- Significant project management experience managing and implementing large scale ICT systems.
- ICT infrastructural planning and development experience
- Demonstrable experience in strategic and operational ICT management including financial and budgetary management
- Process and quality management experience
- Team and people management
- Experience of managing security of sensitive and personal information with knowledge of data protection regulations
- Backup and preventative maintenance experience
- Active Directory Administration and Group Policy experience
- Working knowledge of some or all of the following: Windows XP, Windows Server latest version, VMware ESXi 6, Microsoft Office Products, Unix and/or Oracle
- Experience of registration or membership systems would be an advantage

Essential characteristics:

- Excellent management, organisational, analytical and problem solving skills, with high attention to detail.
- Possess exceptional communication skills, with the ability to build positive relationships with a variety of stakeholders in a multidisciplinary environment.
- The candidate must be a self-starter, able to work off own initiative, handle multiple priorities within tight time frames and contribute to high quality services.
- Be flexible, adaptable and comfortable with change. They must be keen to develop their skills and contribute to the work of the organisation in other areas when required.

This job description is intended as a basic guide to the scope and responsibilities of the position; it is subject to regular review and amendment as necessary.