

**Role Profile**

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| **Job Title** | **Group IT Manager** | **Name** | TBC |
| **Reports To** | Group IT Director | **Region** | All branches |
| **Location** | Bradford |  |  |

**Roles and Responsibilities**

* Supervising daily operations of network, workstation, software and server infrastructure, testing and troubleshooting where necessary.
* Management and supervision of other internal IT staff, and co-ordination with remote branches IT Liaisons
* Assessing and purchasing new and replacement hardware and software, including lifecycle forward planning and budgeting
* Assessing and improving security and business continuity of the network, data and its storage and communication systems
* Lead IT projects, including the design and deployment of new IT systems and services
* Maintain Group IT documentation along with accurate IT Asset records
* Maintain Telephony systems covering both DDI and Apple mobile systems.
* Willingness to cover out of hours working on ad-hoc basis
* Occasional travel to set up and resolve IT issues at other branches
* Lead monthly IT meetings with external network support providers

**Necessary Skills**

* Experience coordinating networks, installations, upgrades, and maintenance
* Strong critical thinking and analytic, problem solving skills
* Ability to recruit and train new IT staff, supervise and motivate team members for high performance
* Skills to understand and oversee code and application development
* High level of competency in MS Office applications especially Excel
* Excellent communication and presentation skills with the ability to use clear, concise, customer-orientated language, both verbally and written.
* Good customer service skills (helpful, patient, generous and reliable).
* General interest in technology, and willingness to learn new systems / processes.

**Ideal but Not Essential**

* Knowledge and experience of Insurance industry (ideally Broking).
* Knowledge of Acturis, including document template coding and maintenance.
* Coding proficiency, ideally including C# / ASP.NET, and VBA / MS Office suite automation and macros.
* Data management skills including SQL and report creation.

**Experience:** IT: 3 years

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| **TLD Values** | | | |
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| **TRUST INTEGRITY COMMITMENT COLLABORATION** | | | |