



## Role Profile

<b>Job Title</b>	Group IT Manager	<b>Name</b>	TBC
<b>Reports To</b>	Group IT Director	<b>Region</b>	All branches
<b>Location</b>	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

## TLD Values



**TRUST**



**INTEGRITY**



**COMMITMENT**



**COLLABORATION**