



AMPLEFORTH ABBEY AND COLLEGE

IT & DATA SERVICES MANAGER

Job Description

To lead the IT Services Team, with a focus on providing excellent customer service, while ensuring good stewardship of the IT resources serving Ampleforth Abbey Trust. To review the strategic direction of IT change in conjunction with key stakeholders to ensure business drivers and the Trust's IT strategy are clearly aligned and understood. To manage the data network, IT infrastructure and telecommunications systems supporting Ampleforth Abbey Trust. Carrying out duties alongside the Benedictine Core Values in the most cost-effective and efficient way, demonstrating all due care to safer practice for children and for all relevant Health and Safety legislation.

Main Duties:

- To line manage the IT Services Team, ensuring that resources are deployed in the most effective way possible to meet the service objectives and targets.
- To manage the data network, IT infrastructure and telecommunications systems serving Ampleforth Abbey Trust, including routine monitoring and maintenance of services, Capacity Management, upgrades and replacement.
- To promote and manage the operation and development of ITIL Service Management processes. To mentor IT Services staff in the adoption of ITIL Service Management processes and to monitor compliance.
- To monitor the incident management process on a daily basis, ensuring that incidents are managed in accordance with Service Level Agreements (SLA) and that necessary action is undertaken to prevent or remedy any breaches of SLA.
- To fulfil the role of Incident Manager for major IT incidents to ensure restoration of critical services as quickly as possible.
- To create and manage IT budgets as agreed with the Director of Finance and the Procurator.
- To manage the procurement of the necessary IT hardware, software and professional services to ensure smooth day-to-day operation of the Trust's business and to deliver agreed changes.
- To coordinate the management of the organisation's data assets, their appropriate use and security, including ensuring compliance with relevant legislation, such as DPA and GDPR.
- To identify and design service improvements and present proposals for consideration.
- To undertake the project management of authorised works, ensuring that project plans are agreed with senior management and customers, and that work proceeds in accordance with agreed timescales, budgets and quality standards.

- To act as the central liaison point for IT developments, issues and improvements for key stakeholders within the organisation.
- In conjunction with the Procurator and key stakeholders, to lead the development of IT strategy.
- To identify personal development requirements for member of the IT Services Team to meet service objectives, contributing to the IT Services Personal Development Plan.
- To ensure that workshop and office areas are maintained in a tidy condition to promote health and safety, a professional approach to IT service provision and good stewardship.
- To undertake other reasonable duties as requested by the Procurator.
- Attend relevant courses and training as necessary

Resources Managed

IT Services Team (1 x Systems Engineer, 3 x Technicians, 1 x Administrator)

Budget (TBC)

Line Manager and Annual Appraisal Reporting Officer

Procurator

Annual Appraisal Counter-signing Officer

Monastic Superior