



## **IT Operations Manager**

Tracey Concrete Limited are recruiting for an IT Operations Manager. Reporting to the Office Manager, the IT Operations Manager will keep our business running smoothly by resolving hardware, software and server issues, with both on-site, remote and on-call capacity for our Operations network. You will be expected to perform a range of duties from supporting end users, & network maintenance and growth plans, creating monthly and project budgets and keeping the senior management team up to date on the latest networking technologies that could help the company.

Besides your day-to-day activities, there will be plenty of opportunities for you to get involved in projects and innovation. You will be a key part of a growing team and thrive in delivering high-quality results and always be on the lookout for improvements.

### **Responsibilities include:**

- Providing IT Support across the organisation including telephone, intranet and email to ensure ICT issues are resolved;
- Develop and maintain the IT Helpdesk;
- Troubleshooting technical issues relating to servers, PC's & printers
- Plan, organise, manage and evaluate IT operations within the business;
- Design, develop, implement policies, procedures and practices;
- Identify problematic areas and implement strategic solutions;
- Work with key stakeholders to understand the business needs and identify solutions to issues;
- Management of IT budget, including any fixed assets, to ensure efficiencies are made;
- Ensure GDPR compliance, oversee information security and maintain network and user security through hardware or software installation or through education;
- The deployment of desktop devices (PC's, laptops, tablets, printers, phones etc);
- Track inventory and status for hardware and software throughout the organisation;
- Establish relationships with technology vendors and manage agreements in place;
- Advise about the organisations IT equipment, networking, and connectivity needs and purchase products, parts, and services as necessary;
- Develop emergency plans for equipment, power, or security failure to preserve technology and data;
- Managing and monitoring internet routers, network switches, antivirus and firewalls;
- Design, plan and test network configurations before deployment;
- Manage user accounts, shares and folder permissions within Active Directory;
- Maintain and perform backup procedures and disaster recovery tests;
- Provide technical support in a LAN / PC environment, hardware/software installs and maintenance;
- Providing technical support for Microsoft products including, File Structure and remote hardware diagnostics, Office 365, Power BI, Sage, SharePoint, Windows server (including applications IIS and SQL)
- Maintaining Cyber Essentials certification;

- Maintaining DNS and SSL configurations, Email and maintaining and building upon existing DKIM, Spoofing and DMARC records;
- To carry out any other ad-hoc duties as requested by the Line Manager.

**Essential/Key Requirements:**

- Software & Hardware troubleshooting experience.
- Hands-on experience with computer networks, administration, installation and IOS/Android Tablets & Phones.
- Managing Routers/Firewalls (TCP/IP) LANs & VPNs.
- Windows Servers (Active Directory), (IIS), (MSSQL)/ Linux Ubuntu Servers with Apache and Composer, MySQL.
- Business Management Software (i.e. MS Office, MS Visio, MS Dynamics CRM, SharePoint, One Drive, Adobe Acrobat, Nitro Pro PDF, Power BI, Power Automate, Microsoft Business Central & Sage1000.)
- Maintaining, Setup/Configuration of Network Printers.
- Manage anti-virus central console and patch to keep network up to date.
- Flexibility to deal with any emergency business requirements.
- Mobile and Landline contract management.

**Desirable Criteria:**

- Sage administrator experience, Paperless
- Programming and application skills in areas of SQL, ASP, SSRS Report builder, Power BI, Power Automate, Microsoft Business central & Sage1000.
- To provide technical assistance in the implementation, maintenance and administration of MS Server Active Directory.
- 3-5 Years' experience in an IT management role.

**Benefits:**

Free Parking, Mobile Phone, Staff Discounts