Role Profile: Manager

Job Title	Information Systems Manager
Grade	
Department	IT
Reports to	Head of Finance & IT

Position Summary

The role exists to:
- effectively manage the successful delivery of outsourced IT projects for IPAF
- manage the relationship of IT support specialists and other IT related workers through as they work with IPAF to ensure delivery of appropriate outcomes
- evaluate user needs and system functionality, ensuring that IT facilities meet these needs
- implement technology improvements and co-ordinate the development of IPAF's IT applications
- turn data into information, information into insight and insight into business decisions

Supervisory Responsibilities

The supervisory responsibilities of this role are:
- co-ordinate individuals working together within both internal and external teams and providers/suppliers
- to manage the workload of the Systems Supervisor

Main Duties

The main duties of this role are to:
- monitor changing network technology and deliver a technology update to the senior team as requested
- project manage system developments through existing and new development partners
- oversee and determine timeframes for major IT projects including system updates, upgrades, migrations and outages
- rationalise and maintain an efficient and effective database structure/s
- analyse and interpret all available data for the benefit of IPAF and its members
- recommend the use of data to create best practice improvement opportunities for the benefit of IPAF and its members
- make commercial recommendations based on the data collected
- create and enforce policies for effective data management
- devise and implement efficient and secure procedures for data management and analysis
- oversee regular audits on network and data security
- filter and cleanse data by reviewing computer reports, printouts, and performance indicators to locate and correct problems
- operate data collection and analytical software
- be responsible for all the data collected and stored in SuperOffice, the PAL Card system, Sage, e-marketeer and any other hidden databases
- manage the use of SuperOffice to ensure IPAF are optimising its use

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- determine the rationale and methods for upgrading IPAF network software each time an upgrade is released
- make recommendations for improvements and updates to software and systems
- develop and implement best practice IT and information processing guides for IPAF
- design training workshops for IPAF staff related to software and hardware use
- be the IPAF Data Protection Officer in relation to GDPR
- run and share regular operation system reports with senior staff
- manage and report on allocation of IT budget
- provide direction for IT team members
- identify opportunities for team training and skills advancement
- develop innovative network troubleshooting methods that reduce downtime and lower repair costs
- work closely with departmental managers to determine the maintenance and growth needs of the network
- streamline data collection and analysis procedures to ensure fast access to metrics
- communicate with IPAF staff about data changes or requirements
- generate and review documentation for all database changes or refinements
- create and administer disaster plans that will keep the IPAF systems functional in the event of a crisis

Skills and Qualifications

To be successful the role holder will be able to demonstrate:
- the ability to actively listen and interpret IPAFs requirement effectively
- effective communication abilities
- comprehensive understanding of network architecture and client/server technology
- excellent negotiation and decision-making skills
- attention to detail and systematic implementation style when working
- An analytical mindset with problem-solving skills
- good organisational skills and interdisciplinary thinking
- the ability to review data for inconsistencies or anomalies that could skew analytical results
- the ability to extrapolate conclusions from large data sets
- knowledge of the technicalities and implementation of projects
- the ability to skilfully work within budgetary boundaries
- advanced use of MS Office
- certified Data Analyst

Experience required

To be successful the role holder will have:
- strong knowledge of and experience with reporting packages and databases (SQL etc)
- advanced knowledge and hands on experience in delivering solutions using API as a Service
- demonstrable management experience
- previous working knowledge of the responsibilities of a Data Protection Officer and GDPR

Responsibilities and Attitude

To be successful the role holder will be:
- insightful and knowledgeable
- an analytical and clear thinker under pressure
- challenge driven

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- able and willing to multi task across the business
- committed to good environmental practice

Specialist Training required

To be successful the post holder will have or be willing to undertake:
- continual professional development in the use of all aspects of IT technology to ensure current thinking and best practice

Agreed	
Date	
Authorised	
Reviewed on	