

BIRDLIFE INTERNATIONAL - JOB SPECIFICATION/DESCRIPTION

JOB TITLE:	IT Manager
DIVISION/DEPARTMENT:	IT/Operations

1. OVERALL PURPOSE OF JOB

<p>Ensure that BirdLife’s IT infrastructure is efficiently and effectively delivered to meets the organisation’s needs for the benefit of all staff and external stakeholders by:</p> <ul style="list-style-type: none"> • Providing IT leadership and strategic thinking in order to deliver the business and scientific functions essential to the organisational goals. • Managing positive relationships with IT staff, IT support companies and organisations providing IT solutions as well as managing budgets associated with these relationships. • Managing a range of IT infrastructure within the UK headquarters and across a number of regional offices ensuring security, consistency and user satisfaction. • Working with heads of functional areas to provide information systems that are useable, useful and improve our work. • Engaging with end users, communicating the work of the IT team and providing user training to eliminate barriers in the uptake of IT solutions.

2. WORK RELATIONSHIPS

REPORTING TO (LINE MANAGER):
Chief Operating Officer, working closely with the Head of Information Management
REPORTING TO JOB HOLDER (LINE MANAGED STAFF):
IT Engineer(s) to be recruited
PRINCIPAL OTHER WORKING RELATIONSHIPS/RESPONSIBILITIES WITHIN SECRETARIAT
<p>Global Senior Management Team – Provide strategic advice to the senior management team on all IT matters.</p> <p>Regional Directors – Provision of advice in relation to the IT infrastructure within regional offices and the level of local support needed to maintain this infrastructure. Advice and training on the adoption of centralised IT solutions where applicable.</p> <p>Department Heads (e.g. HR, Finance, Communications etc.) – Provide leadership, advice and guidance when planning and implementing IT projects that affect department processes and workflows.</p> <p>Information Management division – Close working relationship with team members providing data and information services to the wider organisation.</p> <p>General users – Provision of advice and training as necessary. Understanding user needs and listening to user feedback is a central part of the role.</p>
PRINCIPAL WORKING RELATIONSHIPS/RESPONSIBILITIES WITHIN BIRDLIFE NETWORK
The IT Manager will engage with IT teams across the BirdLife Partnership to explore areas of overlap. This may include adopting best practice, exploring joint solutions or providing advice, especially to those partners with limited IT capability.
PRINCIPAL EXTERNAL RELATIONSHIPS/RESPONSIBILITIES:

BIRDLIFE INTERNATIONAL - JOB SPECIFICATION/DESCRIPTION

Third-party IT support contractors – BirdLife utilise a third party company to provide most 1st line support and some 2nd line support and the IT Manager will develop and maintain this relationship ensuring that BirdLife receives the support it requires to function effectively.

Third-party IT suppliers – BirdLife has a number of different suppliers of IT hardware and software and the IT Manager will develop and maintain these relationships

University of Cambridge Information Services – BirdLife’s UK headquarters is situated in a University of Cambridge maintained building and the IT Manager needs to maintain a close working relationship with the University Information Services team as they provide several key IT components such as the physical network, the firewall, printing services, telephony and wifi.

3. KEY WORKING RELATIONSHIPS

Contact	Level (1-3)	Contact	Level (1-3)	Contact	Level (1-3)
BirdLife network / other NGOs	3	General public	2	Policy makers (institutional /politicians/ corporations)	1
BirdLife advisory groups, committees, reg. councils	1	Press & media	1	Funding organisations (institutions, foundations, corporations)	1
BirdLife Global Council	1	Regulators/ legislators/ auditors	1	Individual donors/ members	1
Suppliers/service providers	3	Scientific community	1	VIPs/ royalty/ high worth individuals	1
<p>Level of Contact 1.= General Informing. "Appearance, first impressions". May have some independent outside exposure and contact, primarily informative. 2.= Presenting/Representing/Reporting "Relationship management". Independent exposure representing BirdLife. Maintaining individual contacts. Usually managing information flow. 3.= Justifying/Negotiating - "Influencing decision makers". Independent exposure as lead contact, representing Birdlife to highly influential people. Responsible for complex and sensitive/high risk communications.</p>					

4. MAIN DUTIES/WORK PROGRAMME RESPONSIBILITIES

<p>By main work area:</p> <p>Leadership, strategy and planning</p> <ul style="list-style-type: none"> • Provide advice to the senior management team on all IT matters including the planning, budgeting and implementation of major projects • Develop an IT strategy for the organisation and prepare and maintain an IT work plan to deliver on this strategy • Develop and maintain IT policies and procedures that balance user needs with organisational and regulatory requirements. • Keep up to date with IT industry best practice and research new technologies. Plan how best to integrate these into the organisation. <p>People and resources</p> <ul style="list-style-type: none"> • Line management duties including recruitment, training, work planning and performance management.

BIRDLIFE INTERNATIONAL - JOB SPECIFICATION/DESCRIPTION

- Develop and maintain positive relationships with external IT support companies ensuring service levels are suitable for organisational and staff needs.
- Manage the work plan of visiting, on-site support engineers.
- Manage the relationship with the University of Cambridge Information Services, providers of much of the IT infrastructure within the UK office (network, internet link, wireless access, printers etc.).
- Prepare, manage and report on the IT budget for the UK office and advise regional directors on their IT needs and budgets.
- Manage hardware and software purchases for the organisation.
- Manage software purchases for all BirdLife offices to ensure BirdLife receives preferential pricing.
- Oversee management of software and hardware licenses.

Networks, servers and workstations

- Lead on the security and integrity of the organisation's IT systems and ensure they are protected against internal and external risks.
- Manage and maintain servers across the BirdLife regional offices and ensure where possible that regional offices are well integrated.
- Manage storage and security of BirdLife business and scientific data and information.
- Manage cloud infrastructure and ensure it effectively supports the organisation.
- Manage the hosting servers for the BirdLife website and associated applications (located at an off site hosting company).
- Ensure staff have IT hardware adequate for their needs.
- Ensure regular update of operating systems, applications and security software takes place.
- Oversee regular audits of all BirdLife hardware and software.
- Provide support to regional offices with regards to their IT infrastructure.
- Manage AV and other IT infrastructure within BirdLife meeting rooms

Information systems

- Provide infrastructure that supports organisation-wide information systems including email services, productivity software, financial applications, project management tools and customer relationship management systems.
- Provide management and technical support for organisational websites including domain registration.
- Provide technical support for BirdLife's conferencing system in the UK and regional offices.

Communication and training

- Assist the HR team in recommending and arranging user IT training requirements.
- Provide a forum for user engagement in IT projects and a process to collect and act on user feedback.
- Manage the IT support pages on the BirdLife Intranet.
- Ensure all IT-related user documentation is up to date and easily accessible.

BIRDLIFE INTERNATIONAL - JOB SPECIFICATION/DESCRIPTION

5. LIMITS OF AUTHORITY/RESPONSIBILITY FOR RESOURCES

RESPONSIBILITY AREA	LEVEL OF AUTHORITY
Financial/Budgetary	Delegated authority from Head of Division as needed to spend from divisional and/or project budgets with specific responsibility for IT hardware and software
Contracts – Funders	Delegated responsibility from Head of Division as needed to submit proposals and negotiate contracts
Contracts – Staff/Consultants	May have delegated responsibility to recruit short term project staff/consultants
Contracts – Service providers	Purchase orders and contracts over £1,000 to be approved by the Director of Finance and Administration.
Legal Responsibility	Ensuring BirdLife is compliant in relation to IT environment and operations.
Other	

6. EDUCATION/SKILLS AND OTHER SPECIAL REQUIREMENTS

REQUIREMENTS	KNOWLEDGE/SKILLS/ATTRIBUTES
Minimum General Education	Graduate or equivalent education.
Job Specific Education/Qualification	BSc, Computer Science or equivalent
Job Specific Knowledge	<ul style="list-style-type: none"> • Previous experience of developing and implementing effective IT strategies and plans • Successful experience of using IT to make a positive difference to the delivery of an organisation’s overall strategy. • Practical knowledge of a broad range of IT disciplines and applications. • Experience and knowledge of financial, HR, project management and fundraising systems. • In-depth working knowledge of the following: <ul style="list-style-type: none"> ○ Microsoft Windows Server ○ Microsoft Windows OS ○ Microsoft Office • Working knowledge of cloud computing, particularly Microsoft Azure. • Ability to investigate, evaluate, select or adapt appropriate techniques and methods to deliver appropriate solutions to a range of challenges. • Ability to operate, maintain and administer computing equipment.
Experience	<ul style="list-style-type: none"> • Substantial experience of managing an IT support facility within a multi-site organisation, working with external system providers.
Management & organisational skills	<ul style="list-style-type: none"> • Experience of staff management including leadership, motivating, setting objectives and evaluating performance. • Experience of managing positive relationships with third-party IT support companies. • Ability and motivation to deliver high quality work with minimum supervision. • Experience of procurement, budgeting and financial monitoring

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	<ul style="list-style-type: none"> • Flexible approach to managing and prioritising a high workload with multiple tasks in a changing environment with tight deadlines.
Communications skills	<ul style="list-style-type: none"> • Excellent interpersonal and oral communication skills with the ability to present, negotiate, consult, influence and build credibility with internal colleagues at all levels and external system providers and suppliers. • Excellent written skills with the ability to produce technical reports and business cases for a senior, non-technical audience
Creativity & Initiative	<ul style="list-style-type: none"> • Logical, practical and creative approach to IT problem solving. • Experience of keeping up to date with new technology and industry best practice.
Computer Literacy	Covered in job-specific knowledge
Languages	<ul style="list-style-type: none"> • Fluency in English required. Other languages an advantage but not essential.
Travel requirements	<ul style="list-style-type: none"> • Occasional travel to BirdLife Regional offices.
OTHER DESIRED/HELPFUL KNOWLEDGE/SKILLS/ATTRIBUTES	
<ul style="list-style-type: none"> • Project or service management qualifications such as Prince2 or ITIL • Microsoft Certified Professional certification • Experience of managing an IT support facility within a research or conservation organisation • Experience of providing IT solutions for 'big data' challenges 	
Prepared by:	Date:
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