

IT Manager

Permanent: 39 hours per week (part-time applications welcome)

Salary: £50,000 per annum, plus benefits

Based in Westminster

The Behavioural Insights Team (BIT) is looking for an exceptional candidate to join us as our IT Manager. The team has grown significantly over the last three years and we are looking to appoint an IT specialist to lead our IT function. You will take a hands-on approach and be willing to take ownership of any problems and issues as they arise to minimise disruptions and ensure the smooth running of the business.

The Behavioural Insights Team

The then Prime Minister created BIT in 2010 to apply behavioural science to public policy in the UK. In February 2014 we became a social purpose company, owned by the Cabinet Office, Nesta (an innovation charity) and our employees.

The Behavioural Insights Team works with governments around the world in almost every area of policy. Whilst the subject and output of our projects varies considerably, there are common threads: we try to understand the contexts in which their people make decisions; we notice small details; we find out what has and hasn't worked before; and we measure everything we do as robustly as we can.

The company today spans four continents but has the same relaxed and non-hierarchical office culture as it did when it was a team of just eight employees. Though our origins are from within the UK government, staff at BIT today come from countries across the world. We regularly eat lunch together; play sport; and socialise outside of work time.

As well as displaying professional excellence, BIT selects staff according to our company values. All our staff believe passionately in always prioritising social impact; empiricism and humility; fresh thinking, collaboration; and public service.

Role and Responsibilities

The successful candidate will direct the IT strategy of the business by engaging directly with the Management team to learn about and respond to the growing IT needs of the organisation. This is a wide-ranging role in which you will need to be able to input and lead on projects to support the business as it expands in the UK and overseas while dealing with day-to-day issues.

IT support and leadership

- ◆ Support and shape the development of BIT's IT strategy, working with colleagues in the Operations team;
- ◆ Listen and respond to the commercial context and operational requirements of the business to ensure that, from a technological perspective, we comply with all necessary contractual and legal requirements, actively managing risks associated with our work;

- ◆ Manage company IT provision through an external contractor, ensuring that IT queries are handled effectively that staff down time is at a minimum;
- ◆ Provide advice and guidance on day to day IT issues to staff, supplementing the IT helpdesk support;
- ◆ Maintain our CyberEssentials certification;
- ◆ Manage contract and service renewals, working with existing suppliers to ensure BIT receives optimal value from existing services, and add expertise when procuring new systems and services;
- ◆ Ensure effective asset management for IT hardware (audit and roll-out), software, and equipment;
- ◆ Manage user accounts and IT assets; and
- ◆ Troubleshoot basic IT issues.

Knowledge Management

- ◆ Oversee and manage all shared drives, ensuring that security considerations are taken into account;
- ◆ Develop, establish and manage the company-wide intranet, working with the individual teams and communications manager;
- ◆ Ensure optimal technology solutions for effective inter-office communication and collaboration;
- ◆ Develop and recommend further systems to support the business (e.g. CRM solutions); and
- ◆ Maintain key databases (such as asset registers etc.).

Business Continuity

- ◆ Ensure that the Business Continuity Plan is fit for purpose;
- ◆ Develop and test the IT Disaster Recovery Plan; and
- ◆ Keep abreast of changing requirements to ensure that the business responds appropriately.

Essential

- ◆ Strong communication and interpersonal skills – able to communicate appropriately to staff at all levels;
- ◆ Strong project management skills;
- ◆ Strong IT skills, including an understanding of business IT requirements;
- ◆ Proven experience working with Google Apps Suite, Chrome OS , Microsoft products and Android mobile devices;
- ◆ The ability to troubleshoot network fundamentals: TCP/IP, DHCP, DNS, cabled network and wifi;

- ◆ Experience of managing contractors to get work done on time and to budget;
- ◆ The ability to explain complex systems in simple terms;
- ◆ The ability to work to tight deadlines and within constraints; and
- ◆ Experience developing office systems (e.g. SharePoint, Google, intranet etc.).

Desirable

Finally, it would be desirable if you have experience with:

- ◆ G-Suite Administration (e.g. Google certification);
- ◆ Apple services (iOS and Macs);
- ◆ Web hosting and DNS management;
- ◆ Mobile applications; and
- ◆ VoIP technology.

How to apply: candidates should upload their CV and complete their application through Applied: <https://www.beapplied.com/apply/zRHgibAQ0U>

Date of posting: 31st May 2017

Close of applications: 9th June at noon (BST)

Interviews and assessment tasks will take place: late June 2017

Please note:

- ◆ If you do not already hold the right to work in the UK and/or require sponsorship in order to continue working here, you should think carefully before applying. This is because we will be unable to sponsor you unless there is no other suitably qualified settled worker available to fill the role or your current immigration status means that the resident labour market test will not apply in your case.

To find out more about the organisation and the type of people who work in the team visit:

<http://www.behaviouralinsights.co.uk>

The Behavioural Insights Team is committed to a policy of Equal Employment Opportunity and is determined to ensure that no applicant or employee receives less favourable treatment on the grounds of gender, age, disability, religion, belief, sexual orientation, marital status, or race, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable.