Job Description: Information Technology (IT) Manager

Job title: Information Technology (IT) Manager
Location: London
Contract: Permanent
Reporting to: Chief Operating Officer (COO)
Responsible for: IT Officer

Conciliation Resources

Conciliation Resources (CR) is an independent international organisation working with people in conflict to prevent violence, resolve conflicts and promote peaceful societies. We believe that building sustainable peace takes time. We provide practical support to help people affected by violent conflict achieve lasting peace. We draw on our shared experiences to improve peacebuilding policies and practice worldwide. We currently have over 80 full and part-time staff members, working mainly out of offices in the UK, Belgium, Australia, Philippines, Kenya, Ethiopia and Central African Republic. We work with over 100 locally-based and international partners worldwide.

Job Purpose

The purpose of the IT Manager role is to lead CR's internal IT operations and infrastructure. Reporting to the Chief Operating Officer, the IT Manager will be responsible for the effective and efficient management of our IT systems, ensuring their reliability, security, and alignment with the company's strategic goals.

While the role is based in London, it needs to provide oversight to the global IT systems of the organisation, ensuring systems will function effectively in all operating contexts, taking into account issues such as internet bandwidth and electricity reliability.

The role is supported by an IT Officer who handles the majority of user-facing support issues, and can draw on a long-term part-time IT consultant who has a deep knowledge of the organisation's IT systems and infrastructure. This allows the IT Manager to focus more on strategic planning information and infrastructure management, and IT project delivery.

The successful candidate will provide a balance of strategic and operational skills. While they will be able to draw on the IT Officer and Consultant for much hands-on work, they will, at times, need to take on more of the operational tasks. At the same time, they must possess the judgement and insight to understand the technical landscape, determine organisational needs, and identify and engage external specialists as needed.

Responsibilities

Strategic IT Management
- Lead the development and implementation of CR's IT strategy, ensuring the integration, consistency, and interoperability of all IT systems and services.
- Identify opportunities for IT to improve business processes and drive innovation.
- Develop and manage the IT budget, ensuring cost-effectiveness and optimal resource allocation.
- Stay abreast of emerging technologies and industry best practices, recommending their adoption where appropriate.

Infrastructure Management
- Oversee the development, implementation, maintenance, and security of the company's IT infrastructure, including network, storage, and communication systems.

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- Ensure the reliability, performance, and scalability of IT systems to meet the organisation's needs.
- Develop and implement disaster recovery and business continuity plans.
- Manage relationships with external IT vendors and service providers.

Information Management
- Lead efforts to centralise and manage institutional knowledge and internal information resources.
- Contribute to broader information management practices, ensuring data is well-structured, accessible, secure, and retained in accordance with policy.
- Oversee the organisation and regular updating of IT documentation, including systems architecture, workflows, access controls, and support procedures.

Team Leadership and Development
- Provide guidance to the IT Officer, fostering a collaborative team environment.
- Delegate tasks effectively and monitor the IT Officer's performance, providing feedback and support for their professional development.
- Ensure the IT Officer is equipped with the necessary tools, knowledge, and processes to effectively handle user-facing issues.

Security and Compliance
- Implement and enforce IT security policies and procedures to protect company data and systems, including the annual Cyber Essentials Plus recertification.
- Ensure compliance with relevant data protection regulations (e.g. GDPR) and industry standards.
- Manage security audits and vulnerability assessments, and implement necessary remediation measures.

Project Management
- Lead and manage IT projects, ensuring they are delivered on time, within budget, and to the required quality standards.
- Define project scope, objectives, and resource requirements.
- Track project progress, manage risks, and communicate updates to stakeholders.

Collaboration and Communication
- Maintain and improve IT documentation, ensuring it is accurate, current, and accessible.
- Work closely with other departments to understand their IT needs and provide appropriate solutions.
- Communicate effectively with the COO and other stakeholders on IT initiatives, performance, and challenges.

Person Specification

Knowledge
- Strong understanding of current IT operating environment, including hardware and software, and upcoming innovations and challenges.
- Understanding of risks and threats, particularly in a context of working with partners in states with a history of cyber-attacks.
- Understanding of how AI tools can be utilised for improving organisational effectiveness and efficiency.

Experience
- Experience of planning and budgeting for an IT function, looking ahead at what is required and ensuring plans are developed to respond to emerging changes.
- Experience in establishing and maintaining IT systems on an organisational basis.
- Experience of working in a global organisation, ensuring systems function in contexts with limited technology, electricity and internet bandwidth
- Experience of maintaining cyber-security, dealing with malicious threats, and maintaining organisational functioning.
- Experience of maintaining necessary licencing and authorisations, including Cyber Essentials certification.
- Experience of working with Macs and google workspace would be an advantage.

Skills
- Ability to engage with other departments to understand their needs.
- Ability to adapt systems and processes to ensure they meet the needs of users.
- Project management skills, and the ability to roll out changes in a way that ensures they are adopted.
- Documentation skills, with the ability to prepare effective policies guidelines and records, including disaster recovery plans.