

Technology Manager

VACANCY REFERENCE CODE: 69/2019

Please quote this code on the application form

“Choose a job you love and you will never have to work a day in your life” - Confucius

- **Location:** Calderstones Park, Liverpool 18
- **Duration:** Permanent
- **Reporting to:** Head of Technology
- **Salary:** £22,000 to £27,000
- **Hours:** 35 hours per week (some weekend support required)
- **Annual Leave:** 30 days per year plus bank holidays

About this role:

“A writer only begins a book. A reader finishes it.” – Samuel Johnson

As part of the award of National Lottery Funding, the digital infrastructure for the charity is being reviewed.

We are looking for a target-driven, motivated and focused individual to work with the Head of Technology to take responsibility for the IT Department and requirements of The Reader Group at this pivotal time of digital change.

Key Responsibilities

Under the strategic guidance of the Head of Technology, manage and work with the IT Team to:

- Deliver the IT and Digital Strategy.
- Champion digital engagement at all levels across the organization.
- Help colleagues across the organisation troubleshoot technology issues.
- Maintain computer and mobile phone equipment (including servers) and keep equipment updated within the budget restraints.
- Provide training to other employees on how to remedy basic computer technical issues.
- Ensure software and hardware systems are installed where required, including new equipment, anti-virus programs, CRM programs and other tools.
- Support volunteers through the Hub Managers and Hub Leaders to utilize the technology available, providing training courses where appropriate.
- Manage the active directory to ensure it is kept up to date and the correct level of controls are in place to protect the organization.
- Ensure that regular backups are taken of key systems.

- Ensure that regular maintenance is run on key systems to ensure that they run effectively.
- Resolve malware and virus issues within personal workstations and the network, getting outside help where required.
- Manage reprographic consumables and credits.
- Manage the setting up of equipment for meetings and events across the site and the organization.
- Manage the IT requirements of tenancy arrangements within head office and ensure the team provides the service required.
- Ensure that an assets database is maintained and meets audit requirements.
- Support the Communications Team in maintaining the website.
- Ensure essential legal requirements are undertaken, e.g. PAT testing.
- Train and develop the IT Team.
- Any other relevant duties as required by your line manager.

This role could be for you if you:-

- Want an opportunity to be creative and make a difference
- Enjoy testing new ways of working
- Are an agile, collaborative worker who is excited by working across the organisation and its functions, able to pull different strands together, make things happen
- Are kind, yet bold
- Are comfortable working in a changing environment
- Do what it takes to get the job done
- Are committed to on-going learning

Person Specification

<p>Knowledge/ Technical Skills/ Experience</p>	<ul style="list-style-type: none"> • Experience of working in an IT Department and implementing new systems (E) • Strong knowledge of MS Office (E) • Bachelor’s Degree in Computer Science or Information Science (E) (equivalent qualifications or experience will be considered) • Extensive network, operating systems and software knowledge appropriate for a charity and businesses (D) • Experience of working with Microsoft Office 365 and Dynamics (D) • Excellent interpersonal, communication and listening skills. Able to demonstrate empathy and be able to view situations from different perspectives and to work collaboratively with others (E) • Excellent organisational skills with the ability to manage and prioritise workload and meet deadlines (E) • Highly motivated with the ability to work independently, use initiative and solve problems creatively and to take an active approach to personal learning and development (E)
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Special Circumstances	<ul style="list-style-type: none">• Be able to demonstrate an understanding of the wider work of The Reader Group, and its social mission, values and purpose (E)
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* E = Essential D = Desirable

How to Apply

- Note. Please do not just send in a CV. We will only consider applications that adhere to the following process -
- Visit www.thereader.org.uk and select the 'Get Involved Section' where you will be able to view the full job description, recruitment pack and download an application form. Please complete the application form and submit to kateharrison@thereader.org.uk

Deadline for applications: Monday 2nd September 2019, 9am

- NB: applications arriving after 9am will not be considered
- A high volume of applications may make replies to everyone impossible.

Selection Process: If successful at shortlisting you will be invited to attend a panel interview. You may be required to complete a selection task at the interview if this is the case you will be informed of this prior to the interview date.