IT Manager

Fixed-term contract
Salary: £40,000- £50,000 dependent on experience
Reporting to: Head of Organisational Development

About Us
At eConsult our mission is to transform the way that healthcare is delivered. We believe that our National Health Service should thrive. Our products are clinically led and have been designed to enable our client practices to deliver safe and effective triaging. We are proud to say our products are widely adopted; eConsult is used in over 3,000 practices in the United Kingdom.

We are an innovative, ambitious and ethnically entrepreneurial business. Our team is 55+ people strong and we are currently looking for talented individuals to join our growing team. To learn more about us, please visit our website: https://econsult.net/about-us/

Role Summary
As an IT Manager you will play a crucial role in establishing a safe and secure IT foundation at eConsult to support a period of high growth. You will be an enabler for eConsult to rapidly scale and deliver value to our customers.

This is a brand-new role and the first of its kind at eConsult. Therefore, in addition to building the IT foundation, you will also need to roll up your sleeves to get involved with everything encompassed with introducing an IT function in a rapidly scaling business.

As this role is fast paced, it will require you to work systematically and proactively in a stand-alone capacity.

Key Responsibilities
You will be responsible for:

- Developing and delivering our IT strategy
- Analysing our business requirements and strategic goals with business leaders to develop an IT strategy and solutions that support the business objectives
- Developing IT team OKRs as part of company wide annual and quarterly objective setting structure
- Maintaining essential IT operations, including operating systems, security tools, applications, servers, email systems, laptops, desktops, software, and hardware

Optimise internal IT systems and processes
- Conducting a full audit of existing IT systems and processes, monitoring the performance of IT systems to determine cost and productivity levels
- Designing and developing an improved IT infrastructure and policies

IT security and compliance
- Ensuring security of data, network access and backup systems
- Developing training materials about business security for new starters and ensure 100% attendance
- Ensuring compliance with legal, regulatory and commissioner requirements for infrastructure, information systems and software

- Ensuring information and data is safeguarded from an IT security and GDPR compliance perspective

IT procurement

- Assessing vendors used for procuring all hardware and software
- Establishing relationships with key IT vendors
- Leading procurement of all IT contracts and ensure that this is done in the most time- and cost-efficient manner, continuously review and look for best value on current contracts

IT support

- Troubleshooting hardware and software issues related to internal IT
- Managing the helpdesk function (currently one team member)
- Resource management
- Managing annual IT budget, develop cost/benefit analyses for IT expenditure and ensure cost effectiveness
- Working with the HR Team to identify staffing needs and participate in the hiring process
- Promoting a culture of high standards, expectations and continuous improvement that values and empowers staff and encourages team members to maximise their potential

Your Skills

To succeed in this role, you will need to have:

- Excellent working knowledge of SaaS, computer systems, security (including extensive knowledge of GDPR), cloud services, network and systems administration, databases and data storage systems, and phone systems
- Strong critical thinking and decision-making skills
- Fantastic stakeholder management demonstrated across all levels of an organisation
- Excellent project management skills and strong ability to prioritise
- A firm grasp on IT infrastructure and operations best practices

Your Experience

We expect you to have:

- Bachelor's degree in Information Technology, Computer Science, Information Systems, or a related field, or equivalent experience
- Extensive experience working in IT for fast-growing businesses and demonstrable experience of building IT function
- Experience leading and managing large IT projects and rolling out IT infrastructures across various technologies
- Experience working within the requirements of GDPR
- Experience working in IT in a high-growth, fast-paced technology business

In return, we offer:

- 25 days annual leave entitlement plus bank holidays
- Remote working for 2-3 days per week during interim period following lockdown
- Life assurance
- Rewards for success; we are results driven and offer bonuses based on performance
- Contributory pension scheme

- A remarkable opportunity to join an ethically entrepreneurial business where you can make a real positive to difference to our clients, their patients and society at large

How to apply:
You can apply for this vacancy on our Careers page:
https://econsult.net/current-vacancies/apply-online/