IT Manager

About the role:
Our business is growing, and we need to enhance our team with an Internal IT Manager to join our current team of two.

Reporting to the Head of Technical Operations, you will have a great understanding of best practice and technologies to enhance our internal IT proposition, constantly be challenging the existing hardware/software technology being used within the organisation to ensure CIPHR remains capable and is able to adapt to changes in the industry and how we deliver our service.

***Location:** Our office is based in Marlow (Abbey House, 28-30 Chapel St, Marlow SL7 1DD). This role will predominantly be based on site in our office. There is some flexibility for remote working. ***

Accountabilities:

- Ensuring the team is keeping to SLA's and KPI's
- Drive continuous improvement within internal IT, reviewing and streamlining processes
- You should be constantly reviewing new technological solutions as to their appropriateness to solve new and existing business problems
- Be a key point for escalations with tickets/cases
- Maintain a consistent flow of business information about internal IT team to the Head of Technical Operations

About You:

- Have a pro-active approach to work, a self-starter
- Always be keen to take hands-on approach to leading the team and set examples of how the work should be done
- Able to deliver a high level of customer service in both written and verbal communication
- Has experience of the implementation and administration of:
    - Microsoft 365 (Office, Teams – including phone system, Sharepoint, Dynamics CRM)
    - Azure
    - The Atlassian Suite (JIRA, Confluence and Bitbucket)
    - Powershell

What we offer:

Apart from a working with a great team, a growing company and having the chance to learn and enhance your knowledge and qualifications, we offer;

- 25 days annual leave (28 after 3 years services), plus bank holidays
- Pension
- Regular training
- Life assurance
- Medical Cover and Dental cover
- Perks at Work – access to exclusive discounts, cinema tickets, etc.
- Free annual health screening
- Gym Loan
- £1,500 employee referral scheme

About Us:

CIPHR are a rapidly expanding, innovative, UK based tech company who provide online (SaaS) HR, Payroll and Learning Management systems and solutions to help organisations attract, engage, manage and retain their workforce more effectively.