Role Description

Job title:	ICT Network Manager
Team:	Technology
Line manager:	Head of Technology
Direct reports:	None
Key internal relationships:	• Staff network users • Compliance team • Technology development team
Key external relationships:	• Christian Concern supporters • ICT suppliers

Purpose

We're a growing movement of Christians passionate about seeing the love, justice, truth, freedom and hope of Jesus at the heart of society. We need an ICT infrastructure that's reliable, flexible and secure, works painlessly for our team and our supporters, and grows and develops in line with our organisational objectives and strategy. Your role will be to manage our existing internal ICT provision and public-facing internet estate to the highest standards, and to be part of the team that develops our future provision, to maximise our impact.

Priorities

In a nutshell, to succeed in this role, you'll need to deliver an ICT infrastructure, service and culture that is:

- **Popular with end-users:** we want great reviews from our end-users (mostly our team members, sometimes our supporters). We need them to know that our technology team is 'on their side' and is committed to helping them achieve their goals. We want them to feel that our ICT service is an asset that empowers them in their mission, not a battleground or obstacle that holds them back. We want technology to serve people, not the other way around.
- **Reliable and available:** lots of people rely on our ICT service and we often have high-value, time-critical tasks so we can't afford for things to go wrong. Maintenance and upgrades need to be carefully planned to minimise inconvenience, resilience and redundancy need to be thought about and improved over time, emergencies and unexpected shutdowns need to be dealt with very quickly and effectively.
- **Flexible and accessible:** we operate in a fast-paced environment and we seek to be responsive and flexible. We need an ICT culture and provision that enables us to do that, by identifying, planning and delivering solutions to give people access to the information and services that they need, when and where they need them, sometimes at short-notice.
- **Safe, secure and compliant:** we take security and compliance very seriously, especially when it comes to personal data. We need 'safe and secure' systems, but also a 'safe and secure' organisational culture. So, we need a proactive approach that reflects our high standards, and not only tests and improves technical aspects of our ICT infrastructure, but also considers the people and organisational processes using that technology and drives a collective sense of responsibility for security and compliance, through good design, training and auditing.
- **Well organised and documented:** we can't afford to cut corners and we don't want nasty surprises. We need to know that 'under the lid', the foundations are strong, things are well ordered and easy for someone else to follow. When you're on holiday, we don't want to be completely stuck!
- **Growing in line with organisational objectives and plans:** as an organisation we're not standing still. Under God, we have big ambitions, and technology has an important part to play in our growth. Our ICT

estate needs to be developed – and in collaboration with others and in line with agreed priorities, that growth needs to be planned and delivered on time and in budget.

- **Cost-effective:** we're funded by donations and we want to make good use of resources. We're convinced that excellent, well-deployed technology builds value but we also need to know that we're achieving our ICT goals as cost-effectively as we can.

Key characteristics

This is what we think you'll need to be to succeed:

- **Godly:** you'll need to love God and others, to be passionate about our vision, want to see Jesus made known and be committed to our mission.
- **Honest and trustworthy:** you'll need to be highly responsible and trustworthy, demonstrate the highest standards of integrity and be completely committed to respecting privacy and maintaining confidentiality.
- **Technically excellent:** you'll need to be completely 'at home' and technically expert at managing a Windows-based and bring-your-own-device network, various internet technologies and other hardware, software and services (see person specification for more information).
- **Personable and helpful:** you'll need to have a strong desire to serve and help others, even when it potentially creates more work for you, and able to listen well and diagnose problems. You'll also need to be effective in teaching new skills, and ready to encourage and remain calm, patient and positive, even when you encounter frustration or impatience in others. We can't afford for you to feel that 'end-users get in the way of you doing your job'. ICT needs to serve people rather than the other way around.
- **Responsive and flexible:** you'll need to cope with some interruptions to your planned work, responding to emerging issues, queries and short-notice requests, without it causing you stress or frustration.
- **Accurate and attentive to detail:** we can't afford to get things wrong, so you'll need to have high standards and care about getting the detail right, almost to the point of obsession.
- **Structured, steady and conscientious:** you'll need to plan your time well and be able to keep on top of a wide variety of smaller tasks, with a strong drive to complete things without being chased. You'll also need to be excellent at executing routine tasks, almost obsessive about keeping records and documentation up to date, and love organised cupboards and equipment stores.
- **Analytical:** you'll need to like getting into the detail of things, especially problems or challenges, using a logical process to understand what is really going on, persevering until you feel sure you've got to the bottom of an issue, and then thinking creatively about solutions.
- **Interested in improving things:** you'll need a strong desire not simply to 'manage the existing' but to seek to improve, upgrade and make our technology more effective at helping us realise our mission. You'll also need a natural interest in new developments in the ICT landscape, an ability to see how we might take advantage of these changes and a drive to argue for them and implement them.
- **Able to design and deliver projects according to an agreed plan:** you'll need to be able to break down a bigger project into constituent parts or phases, plan them accordingly and then be accountable for progress according to agreed timeframes and budget, so that your line-manager can manage at the level of project rather than at the level of detailed task.
- **Able to cope with some ambiguity and limited structure:** being a fast-paced, responsive organisation, the extent of structure or supervision may at times be more limited than It would ideally be, and you'll need to be able to cope with this and continue to function effectively. You'll also need to be able to cope with an environment where priorities, projects and objectives can change reasonably quickly.
- **Robust:** you'll need to have the confidence to sometimes say 'no' or 'wait'– for example, where you're aware of security or compliance implications that an end-user doesn't immediately see. It probably won't happen often but we need to know that if you see a potential problem you will stick to the agreed process and escalate things to your line manager.
- **Eager to learn and grow:** you'll need to be keen to improve, develop and be stretched, and value feedback, whether positive or negative.

For more detail about what we're looking for, see the person specification below.

Main responsibilities

1 **Providing first-, second- and third-level ICT support to Christian Concern team**
   - Provide first, second and third level IT support for staff and volunteers within the organisation via phone, text message and email; monitoring the triage and resolution of all requests.
   - Provide support for members of Senior Management Team with more general ICT questions and requirements

2 **Ensuring day-to-day availability and health of ICT systems**
   - Ensure smooth operation and high availability of all ICT software, services and hardware (including servers, switches, routers, firewalls, desktops, laptops, VoIP, tablets and phones)
   - Monitor ICT systems to ensure reliable and error-free operation
   - Ensure that all systems are updated (especially with regard to security) in a timely manner and in accordance with latest best-practice standards
   - Ensure necessary network maintenance (e.g. software update, server changes, hardware upgrades) is planned and executed in such a way as to minimise disruption
   - Ensure availability of internet, VoIP and mobile phone services, managing relationships with external suppliers, monitoring performance and ensuring value for money
   - Provide expert support and liaising with hardware and software suppliers to resolve issues beyond areas of immediate expertise
   - Perform emergency maintenance / troubleshooting as required

3 **Ensuring security and resilience of ICT systems, services and data**
   - Conduct regular testing, review and improvement of network security and resilience (using external advisers where needed)
   - Ensure the security (confidentiality, integrity and availability) of all IT systems, including internal and external security audits, and developing the organisation's IT infrastructure to protect against new threats.
   - Ensure that all IT hardware, software and services are regularly updated to protect against new and emerging security vulnerabilities.
   - Ensure all services are backed up in line with schedule and backups stored appropriately
   - Design and implement effective disaster recovery plan

4 **Managing day-to-day ICT provision changes**
   - Deploy and configure new IT hardware, including minor peripherals and accessories
   - Deploy and configure telephone devices, including mobile handsets, VoIP desk-phones and VoIP soft clients, as required
   - Deploy and configure new software and services
   - Deploy and configure accounts and services for new users
   - Manage basic provisioning and account changes on various cloud services
   - Induct / onboard new users
   - Close and archive accounts and services for leavers

5 **Providing and maintaining accurate reports and records**
   - Maintain accurate records (e.g. asset register, purchase records, warranty details, access records)
   - Maintain relevant system health records and reports
   - Maintain accurate change logs and system documentation (e.g. change logs, configuration notes etc.) to such a state that cover can be provided by another person in case of absence
   - Ensure appropriate backups are created for all systems and that backups are stored safely

and securely according to agreed retention periods
- Provide performance and monitoring reports for management about relevant areas of organizational performance

6   **Managing Christian Concern's public ICT infrastructure**
- Work with suppliers to manage and maintain organisation's domain registrations and DNS records (including A, AAAA, CNAME, MX, SPF, DKIM and DMARC)
- Work with external web hosting platform to configure, optimise and maintain organisation's web sites and web presence
- Ensure swift, reliable and secure transport of electronic communications (especially voice and email)

7   **Encouraging a 'safe and secure' culture**
- Act as a champion for data protection and system security best practice
- Educate colleagues about the importance of data protection and safeguarding and providing effective tools and tips
- Inform and train end-users about particular security threats and best practice
- Review, develop, train and check compliance by staff for user security practice and behaviour
- Develop a 'security minded' staff team – 'security and compliance - why, what, how'

8   **Ensuring compliance with relevant law, regulation and best practice**
- Ensure the organisation's compliance with key information and data security legislation insofar as they apply to IT operations, such as General Data Protection Regulations (GDPR), Health and Safety at Work Act, Copyright, Designs and Patents Act, and the Privacy and Electronic Communications Regulations (PECR)
- Act as an expert adviser to internal stakeholders on data protection and information security issues

9   **Planning, costing and implementing ICT upgrade projects**
- Identify, scope and cost projects to improve performance of IT provision, in line with organisational strategy and objectives
- Where relevant, work with relevant stakeholders to identify project requirements
- Plan and implement agreed projects, to budget and agreed timelines
- Procure, configure and deploy new or upgraded infrastructure including, for example, Windows servers, VoIP server, network switches, access points, backup devices etc.

10 **Enabling Christian Concern team to grow in effective use of IT**
- Provide induction training to new team members
- Take the initiative in identifying how new or existing IT provision could help the organisation to work more effectively and efficiently
- Collaborate with colleagues to identify specific IT training needs
- Recommend, provide or procure IT training as required (from basic to advanced level)

11 **Providing ad-hoc ICT facilities and support (e.g. visitors, events)**
- Manage bookings and monitor IT equipment including projectors, laptops and audio-visual items for internal meetings and external events
- Provide occasional basic IT assistance and support to supporters and guests of Christian Concern as directed.
- Set up equipment e.g. projectors, sound equipment, power leads as required for meetings within the office and at events.
- Provide IT support at external events, including setting up audio-visual equipment, operating presentation and worship software to a high level of competence.

Person specification

Vision and values		
Passionately supportive of Christian Concern and the Christian Legal Centre's vision, mission, ethos and our stance on campaign issues and cases	Essential	
Willing to represent us and our message and mission through various channels (e.g. through public-facing role at Christian Concern events, email communications with supporters)	Essential	
Willing to lead prayer and biblical reflection, and participate in our weekly prayer meeting	Essential	
Committed to our Christian beliefs (as set out in our statement of faith) and to living and working in accordance with them, to recognising the authority of the Bible in all matters, and to maintaining your own discipleship of Jesus and being a good role model inside and outside the organisation.	Essential	
Existing understanding of Christian Concern's main campaign issues and the theological principles underpinning our approach		Desirable
Character and temperament		
Takes responsibility, doesn't need to be reminded about delegated tasks, keeps projects on track despite setbacks and hits deadlines	Essential	
Highly organised, taking a structured approach to work, can be relied upon to execute routine tasks and keep excellent records, without close supervision	Essential	
Excellent attention to detail (almost to the point of obsession), highly committed to accuracy and precision	Essential	
Takes initiative, can work effectively on project or routine work, even where structure or supervision is limited	Essential	
Works effectively in a rapidly-changing and pressured environment, can cope with change and uncertainty, continues to communicate and work well with others, even when under pressure	Essential	
Friendly, patient, encouraging and helpful when dealing with IT support requests and responding to requests for IT improvements	Essential	
Eager to grow and develop, and to help others do the same	Essential	
Willing to work flexibly when needed, including occasional working out of normal office hours / being on-call	Essential	
Keen interest in latest developments and trends in ICT and ability to identity changes that could benefit the organisation	Essential	

Experience	Level		
Managing an ICT budget, planning projects and expenditure effectively in line with organisational objectives and strategy	Expert	Essential	
Managing a Windows-based network (of at least 20 devices, ideally more)	At least 2 years	Essential	
Managing Windows as a managed network client operating system	Expert	Essential	
Supporting Windows as a 'bring your own device' operating system			Desirable
Supporting macOS, iOS and Android as a 'bring your own device' operating system			Desirable
Supporting macOS			Desirable
Skills and knowledge	**Level**		
Written and spoken communication	Excellent	Essential	
Teaching and training others in office IT skills, use of equipment and understanding of relevant organisational policies etc.		Essential	
Familiarity with requirements of GDPR and other relevant regulation and legislation, and its implications for management of ICT systems		Essential	
Using TCP/IP protocols including DNS, HTTP(S), DHCP, SMTP, SMB, SSH and Telnet	Expert	Essential	
Using Microsoft Active Directory, DHCP, DNS, file sharing and NTFS	Expert	Essential	
Administering Azure Active Directory, Azure AD Connect and Microsoft 365	Expert	Essential	
Managing external domain name DNS records and web hosting in concert with external suppliers		Essential	
Configuring and managing network switches and other network infrastructure hardware		Essential	
Managing anti-virus and software update / patching tools	Expert	Essential	
Managing perimeter and client firewalls	Expert	Essential	
Managing disk encryption technology		Essential	
Managing networked printers through Windows print server and AirPrint		Essential	
Managing PKI-based SSL certificates on both internal and external services		Essential	
Managing VoIP / SIP-based telephone system, including deployment and configuration of desk handsets and soft-clients			Desirable

Configuring QoS for internal and external VoIP and other services	Desirable
Managing user accounts and basic configuration for a wide range of cloud systems	Desirable
Managing 802.1x network authentication using Network Policy Server (NPS)	Desirable
Configuring and managing SAML and password-based single-sign-on (password vault) infrastructure, and related services for end users	Desirable
Configuring and managing MDM platforms	Desirable
Using SPF, DKIM and DMARC as technologies to mitigate email phishing / spoofing	Desirable
Configuring and managing appliance-based / UTM firewalls	Desirable
Configuring and managing backup systems	Desirable
Configuring and managing cloud-based collaboration tools (e.g. SharePoint, Teams etc.)	Desirable
Qualifications	
Degree level qualification (in relevant subject) or equivalent experience	Desirable
Full, clean UK driving licence	Desirable
Other	

Additional Information:

You may be required occasionally to carry out other reasonable activities necessary to ensuring that the work of Christian Concern and the Christian Legal Centre is carried out effectively.

There is an occupational requirement that the successful candidate be a practising Christian, committed to the upholding the Christian Concern statement of faith in lifestyle and belief.

For office use:

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