## JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Head of Information and Communication Technology</th>
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<tr>
<td>Reports to</td>
<td>Chief Operating Officer</td>
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<tr>
<td>Management Responsibility</td>
<td>Senior IT Officer, IT Intern</td>
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<tr>
<td>Grade &amp; Level</td>
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### Department Description

The ICT function is led by the Head of Information and Communication Technology (ICT), who manages a Senior IT Officer and one IT intern.

Alert has recently agreed an ICT Strategy with ICT being increasingly centralised with the ICT Team in London. This means that broadly, the goal of Alert’s ICT team is to ensure that effective ICT provision is in place to support the needs of the entire organisation (UK and overseas), to maintain an ICT strategy that ensures Alert is prepared for changes in the nature of its activities and projects and ICT technology trends and to provide a customer-focused ICT Helpdesk service to all offices where technically possible.

The position falls within the Finance and Operations Team and oversees ICT in the London office as well as overseas offices, the latter in close cooperation with local consultants and staff as well as through use of remote access technology where technically possible.

A small server farm comprising of 10+ servers is maintained in the London office that provides e-mail and calendaring services based on Microsoft’s Exchange Server 2010 to staff members in all offices and locations as well as file-sharing/collaboration services and tools based on Microsoft SharePoint Portal Server 2010. Managed print services are provided in the London office.

A SharePoint 2010-based Intranet facilitates knowledge and information sharing throughout the organisation, and an Extranet portal is under development to facilitate file-sharing and collaboration with external partners and service providers. The London network and server farm is connected to the Internet by means of a 10Mbps SDSL link.

Virtualisation technology based on VMware’s VSphere 5 is utilised and a virtualisation project is currently underway to reduce the number of physical servers, reduce overall energy consumption and simply maintenance and management. Directory services are based on Microsoft's Active Directory. The standard server operating system is Windows 2008 R2 and client computers run Windows 7 Professional. The standard desktop productivity software is Microsoft’s Office 2010 Professional Plus.
Job Purpose

Reporting to the Chief Operating Officer, the Head of ICT is accountable for:

- Providing technical leadership, foresight and senior level ICT advice and information to meet needs and guide strategic and operational decision-making of Alert's Board, Senior Management and managers;
- Building on, implementing and communicating Alert’s ICT strategy, operational plan, policies, procedures, systems and tools, ensuring these are tailored and adapted to suit the realities and needs across all levels of the organisation;
- Providing training and support for sound ICT management at all levels of the organisation;
- Working with relevant colleagues (eg. SPFOOs) to monitor compliance with ICT policies and procedures across the organisation and providing quality control in London and overseas offices where technically possible;
- Providing a secure and efficient network infrastructure to support Alert’s software and systems;
- Participating actively in meetings of the SLF and the ICT Steering Group and providing support and guidance to managers and staff in the UK and overseas on a full range of operational and strategic ICT issues;
- Providing line management to ICT Team staff

Duties and Responsibilities

Reporting to the Chief Operating Officer:

Strategy, Policies and Procedures

- Work with the COO and appropriate staff/managers/fora on developing Alert’s ICT strategy and annual operational plan, ensuring synergy with organisational strategy and direction. Lead on communicating and implementing both;
- Lead on developing, communicating and implementing organisational ICT policies and procedures in accordance with the ICT strategy, organisational direction, ICT legislation and best practice;
- Keep abreast of technology trends and discern which offer solid, appropriate, cost-effective ICT solutions to Alert

Network Maintenance and Operation

- Ensure the efficient, secure and effective operation and performance of Alert’s network in the London office and overseas offices where technically possible;
- Ensure that an adequate plan for disaster recovery and carrying out back-ups of the organisation’s data is maintained and has been effectively implemented;
- Management and support of Alert’s telephone system (including deployment and support of VoIP and unified telecommunications solutions across multiple/international locations where required)

MS Office Support

- Provide inductions to all new London based and international staff on the computer system at Alert, including the use of all relevant software packages. Provide inductions to relevant staff as and when new software/hardware is introduced;
- Provide organisation-wide ICT systems, tools, training and support, including a centralised ICT Helpdesk service to all Alert locations with adequate connectivity and ICT back-up on the ground;
- Write and maintain guidance notes for users, both in response to requests and in anticipation of future needs.

General Administration and ICT Support

- Ensure site documentation for each office is maintained and updated;
- Ensure a centralised HelpDesk service is provided to all staff members, where technically possible across timezones
Knowledge Management

- Lead on and oversee development and management of Alert’s SharePoint-based Intranet platform;
- Liaise closely with Communications on the development of Alert’s web site;
- Assist Programmes/Departments with the development of authorised in-house databases

Compliance

- Monitor compliance with ICT best practice, policies and procedures in the London office and overseas offices where possible.

ICT Advice, Support and Information

- Provide clear and accessible (jargon-free) ICT advice and information to Alert’s senior managers in order to meet their needs and to guide strategic and operational decision-making of Alert’s Board, Senior Management and managers;
- Provide support and guidance to managers and staff in the UK and overseas on a full range of operational ICT issues;
- Research hardware and software options as new needs arise, making reasoned recommendations on purchases to the appropriate person(s);
- Remain abreast of developments in computer hardware and software, and information technology in order to ensure appropriate application of ICT within Alert and ability to provide up-to-date information and support.

Line management / Technical Guidance

- Ensure the right staff are in the right positions in the ICT Department;
- Be accountable for all aspects of performance management for staff line managed;
- Provide learning and development opportunities for staff line managed
- Provide technical guidance and updates to other staff as required, exercising judgement as to which are the most appropriate.

Budget management

- Develop and manage the multi-year ICT budget, ensuring expenditure does not exceed agreed levels.
- Lead the negotiation and delivery of Service Level Agreements with external service providers and ensuring that SLAs are achieved to a high standard, taking corrective action in line with agreed strategies and plans;
- Centralise procurement of ICT hardware and software throughout Alert, in line with the Procurement Policy and Procedures;
- Identify and establish strategic service provider relationships and to select, manage and direct providers of ICT services;
- Provide expertise and detail on costs in the planning and budgeting for activities that have ICT components.

Organisation

- Network with ICT representatives of similar organisations to share information and lessons learnt;
- Liaise on behalf of Alert as required with external agencies such as professional ICT bodies and agencies.
- Play an active role in promoting excellent relationships across Alert.

Travel requirements

The post-holder will be required to make technical assistance visits to overseas programmes and offices
## PERSON SPECIFICATION

### ESSENTIAL REQUIREMENTS

<table>
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<th>Talents</th>
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<tr>
<td>At Alert, we have introduced Talent Management to our business model as we believe talented people are crucial to the success of our work. We believe all individuals are talented and success comes in matching the right talents to the right roles. For this role, the skills, qualifications and experience listed below are important, but we believe that to be great in this job you are likely, first and foremost, to combine technical leadership and foresight with first rate expertise in crafting / managing appropriate ICT solutions on a limited budget, plus a willingness to “roll up your sleeves” when necessary. Alert’s Senior Management Team will depend absolutely on you for advice and guidance as well as the effective delivery, maintenance and support of the systems for which the ICT team is responsible; as such, you will be an excellent communicator, able to explain complex technical issues in an accessible manner without the use of jargon. You will also be able to form good relationships with staff across Alert, inspiring people to work together on technical matters to deliver greatest value for the organisation and will be talented at managing people, resources and projects, while still retaining an overview of the bigger picture. This is what we will be looking for above all else.</td>
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### Essential Requirements

- Relevant technical qualification or equivalent through training/experience;
- Proven track record at a senior level of leading an ICT Team in a complex organisation and delivering measurable improvements in ICT service delivery to a tight budget to meet organisational objectives;
- Demonstrable experience of successful project management, particularly including a track record of being able to anticipate and resolve potential problems quickly;
- Ability to investigate and understand emerging technologies, explore and evaluate them and then advise non-technical managers and staff on how these may be applied to the benefit of the organisation;
- Experience of policy development and implementation;
- Knowledge of relevant compliance issues such as Data Protection, FOI, WEEE;
- In-depth knowledge and understanding of Microsoft SharePoint 2010, including the ability to support, maintain and further develop Alert’s Intranet systems and existing customised databases;
- Experience in Unified Communications, server virtualisation (VMware) and other relevant ICT technologies and how these can be deployed to achieve an excellent shared ICT service;
- Able to manage workloads to meet searching and complex targets set by the SMT, bringing set objectives to successful completion within agreed deadlines;
- Well-developed networking, promotional and negotiating skills and ability to communicate;
- Proven ability to manage technical experts and external service providers, including formal tendering, contract negotiation, management of commissioned work, and ongoing supplier relationship management;
- Demonstrable commitment to customer-focused service to achieve organisational objectives.

### Desirable

- Appropriate project management qualification, e.g. PRINCE2 Practitioner, PMI.
- Knowledge and/or qualification in a recognised framework for IT service delivery, e.g. ITIL Foundation certification;
- Experience and track record in an international not-for-profit environment working globally in similar regions to Alert.
SUMMARY TERMS AND CONDITIONS

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<tr>
<th>Pension</th>
<th>Pension contributions are paid into a personal pension of the employee’s choice and are currently equivalent to 10% of gross salary.</th>
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<tr>
<td>Leave entitlement</td>
<td>25 days per year plus English statutory holidays.</td>
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<td>Notice period</td>
<td>Notice will be 3 months on both sides.</td>
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<td>Working hours</td>
<td>Full time staff is expected to work a standard 35 hour week, with some flexibility around start and finish times to be agreed with the line manager. All staff are required to work core hours 10am – 4pm.</td>
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<td>Sport’s club membership</td>
<td>Staff can take advantage of subsidised membership of a local sports club.</td>
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