

## **JOB DESCRIPTION – IT Manager**

### **Reports to:**

Managing Partner (working closely with the Practice Manager).

### **Role:**

- To optimise and continually develop efficient IT processes for the firm
- To continually evaluate risk, monitor and implement security, recovery and back up processes
- To provide ICT support to all staff through successful management, supervision and training of an ICT Support Technician and maintenance of an IT Helpdesk

### **Key Activities & Responsibilities:**

#### **IT Processes & Infrastructure Management**

- To work with all departments to ensure IT systems are being used effectively while gathering needs and requirements to translate into technical projects/solutions for the business
- To manage the firm's IT infrastructure including all hardware and software
- To future plan to ensure the firm has suitable systems in place for its needs
- To plan and oversee replacement of IT hardware and software in line with the firm's IT refresh policy
- To manage 3rd party IT providers, any Service Level Agreements and the relationship with the firm
- To manage the firm's internal website
- To plan and manage relevant IT budgets including contract planning, renewals & negotiations where relevant

#### **IT Security, Policies and Business Continuity**

- To continually evaluate risk, developing network recovery and backup processes
- To implement and maintain security of the network, data and its storage and communication systems
- To keep the firm up to date with advances in technology and cyber security and maintain the firms Cyber Essentials Accreditation
- To further develop and implement policies, procedures and standards for the use of ICT, including e-safety, email, health and safety, asset disposal, data protection, internet use, security and ICT resource management within the firm and monitor adherence to the policies and standards.
- To support the Practice Manager in maintaining the firms Lexcel accreditation

#### **People Management, Support & Teamwork**

- To lead the IT department in providing IT support for staff via helpdesk facilities, including monitoring and reporting of developing IT issues
- To train, manage, supervise and support the ICT Support Technician
- To work as a team player providing IT updates, advice and support to the management team

- To work in accordance with people management policies, in particular carrying out performance development reviews within set timeframes
- To assist in recruitment when required
- To attend, participate in and chair when needed in any meetings of the department or the firm when required

#### **Business Development/Marketing**

- To provide IT support and assistance to the firms Marketing Manager, where necessary
- Assist the Marketing Manager/Practice Manager in the maintenance and development of the firm's website
- To assist the Marketing Manager in data collation and analysis for marketing purposes e.g. referral sources

#### **Competence & Development**

- To maintain knowledge and skills in IT keeping up to date with relevant changes and applicable laws, codes and regulations.

#### **Compliance**

- To act in accordance with the proper professional standards and regulations of the Solicitors Regulation Authority, and all other relevant bodies including the Legal Aid Agency and the Law Society
- To identify and report any risks to the COLP, COFA or Money Laundering Reporting Officer

The duties and responsibilities in this job description are not exhaustive and are subject to change in accordance with the needs of the firm.