

IT Manager

JOB DESCRIPTION: IT MANAGER

Job Title: IT Manager

Location: South Holland

About the Role

We are seeking a dynamic and solutions-driven **IT Manager** to lead the technology infrastructure and operations of a fast-paced omnichannel business. This role is pivotal in ensuring secure, scalable, and business-aligned IT systems.

You will oversee IT systems strategy, infrastructure performance, cybersecurity, and technology vendor management while providing high-quality support to internal teams. The ideal candidate is technically strong, commercially aware, and excited to drive innovation in a growing operational environment.

Key Responsibilities

IT Infrastructure & Systems

- Oversee all IT systems, including ERP, WMS, CRM, POS, and cloud services
- Ensure network stability, data security, and seamless system performance across locations
- Lead system monitoring, troubleshooting, and disaster recovery protocols

Project Management & Technology Implementation

- Lead deployment of new systems, tools, and integrations across departments
- Manage cross-functional tech projects with clear timelines and deliverables
- Work with internal teams and external vendors to optimize digital solutions

Cybersecurity & Data Protection

- Implement robust cybersecurity measures and ensure data privacy compliance (e.g., GDPR)

- Conduct regular risk assessments and lead incident response when required
- Define access controls, security protocols, and system backup standards

Support & User Enablement

- Deliver IT support across all functions—warehouse, office, retail, and remote teams
- Maintain ticketing and service desk operations to meet SLAs and satisfaction metrics
- Train end users and improve adoption of systems and digital tools

Vendor Management & Compliance

- Manage IT asset lifecycle, software licenses, and vendor contracts
- Build strong relationships with technology partners and service providers
- Monitor usage and ensure compliance with contractual terms

Performance Monitoring & Strategy

- Track and report on IT KPIs (uptime, issue resolution, infrastructure cost)
- Collaborate with leadership to align IT initiatives with strategic goals
- Recommend tech upgrades and digital improvements to support growth

What You Bring

Experience:

- Minimum 5 years in IT management, preferably in logistics, e-commerce, or retail sectors
- Hands-on experience with ERP and WMS systems; Oracle, SAP, or NetSuite preferred
- Background in managing cloud infrastructure, security, and vendor networks

Skills:

- Strong analytical and troubleshooting skills
- Proven leadership in IT project delivery
- Confident in cross-functional communication and stakeholder engagement

Mindset:

- Proactive, reliable, and calm under pressure
- Commercially focused with a problem-solving attitude
- Enthusiastic about driving operational efficiency through technology

What to Expect

- A hands-on leadership position central to digital and operational success
- Direct influence on how technology supports customer experience and business growth
- Work in a progressive, innovation-led company with room to make real impact

Compensation

We offer a **handsome, above-market salary package** designed to attract the best talent in the industry. This includes:

- Competitive base salary well above market standards
- Performance-based incentives and bonuses
- Opportunities for growth in a rapidly scaling business