IT Manager
Reports to: Chief Executive

The newly created People and Operations team will spearhead transformational projects across our business. The team will create, develop and evolve our 'People Plan', research and procure the content that powers our customer offer and ensure we have back office functions that support our ambitions to redefine the arena we operate in. The focus of the team will be on making us a truly people focused and driven business.

Description

Suffolk Libraries are looking to redefine how the general public see libraries. We want to develop an experience which expands our traditional audience, but which also engages new audiences.

As the IT Manager, you will report directly to the Chief Executive and be responsible for leading and implementing the Suffolk Libraries IT infrastructure strategy. You will manage the day to day provision of IT services across Suffolk Libraries with a strong focus on delivering the best possible customer experience for our internal stakeholders.

Key Responsibilities

- Participate as a member of the Senior Leadership Team (SLT);
- Lead the implementation and development of the IT infrastructure strategy;
- Support the SLT and Board providing advice on IT strategy and other technology options to improve services;
- Manage the relationship with external suppliers of IT services so that customers and staff have access to systems that are simply, reliably and quickly at their service, at a price Suffolk Libraries can afford;
- Work flexibly to support service delivery across Suffolk Libraries;
- Manage relationships with a range of stakeholders including The SPINE consortium;
- Manage the arrangements with subscription services delivered over the internet;
- Manage the relationships with the suppliers of all systems; working with them to ensure that customers are satisfied with the services received;
- Manage and develop wider networks and partnerships needed in order to enhance IT services to Suffolk Libraries;
- Actively network with those in similar roles in the not for profit and social enterprise sectors;
- Recommend the provision of IT services; implement and continuously monitor to ensure ongoing value for money;
- Manage the delivery of the library service critical systems including the Library Management System (LMS), Deepfreeze and Netloan
- Commission and contract manage relationships with external service providers;
- Manage the allocated budget as directed;
- Work with staff, managers and the Board to ensure creative and flexible use of IT to meet service needs;

- Ensure the right level of first line help and support is in place;
- Ensure the overall quality of the service by putting policies and guidance into practice, including Equal Opportunities, Health and Safety etc.;
- Research and keep up to date on developments in new technology relating to Suffolk Libraries e.g. cloud, emerging technologies, new channels etc.;
- Assist in shaping service plans and business plans for Suffolk Libraries;
- Actively use knowledge of technology and analysis of business needs to explain IT solutions and how to use them to improve the service;
- Sell IT solutions as enablers for the service to those who need convincing;
- Negotiate with providers to achieve satisfactory outcomes;
- Communicate the Suffolk Libraries vision and strategy effectively both internally and externally.

Qualifications and Person Specification

- Degree level IT qualification and excellent theoretical and practical knowledge of library technologies or equivalent work experience;
- Commercially astute and business focussed;
- Effective communication skills across a range of contacts, including partnership and contract management. Ability to influence at Board level;
- Experience of cloud-based applications, network, and computer management solutions;
- Experience of managing contracts and service level arrangements with IT suppliers including public sector provision;
- Experience of project management;
- Totally customer focused;
- Flexible and empathetic.