



IT MANAGER

The ITIA are excited to invite applications for an experienced IT Manager who has depth of knowledge across all facets of the delivery of an IT function within a small/medium size organisation.

This role will provide opportunity to deliver strategic initiatives within the business as well as the responsibility for the operational delivery of the IT function across the organisation. It will suit someone with a very pro-active approach to developing and maintaining relationships both within the ITIA and with the ITIA service providers.

If you are interested in applying, please submit your CV along with a short covering letter outlining your skills and experience relevant to this role.

At the ITIA, we know diversity fosters creativity and innovation. We are committed to equality of opportunity, to being fair and inclusive, and to being a place where all belong. We therefore particularly encourage applications from candidates from underrepresented groups.

JOB DESCRIPTION

JOB TITLE: IT Manager
REPORTING TO: Senior Director, Business Services
TERM: Permanent
FULL/PART-TIME: Part/Full-time (4/5days), Flexible working as per ITIA policy (currently 2 days in office)
LOCATION: Based in Roehampton, South West London, UK

ITIA OVERVIEW

The International Tennis Integrity Agency (ITIA) is an independent body established in 2021 by International Governing Bodies of Tennis (ITF, ATP, WTA and Grand Slams) to promote, encourage, enhance and safeguard the integrity of professional tennis worldwide. The ITIA administers the Tennis Anti-Corruption and Tennis Anti-Doping Programmes and is supervised by a Board which consists of five Independent Directors and four Tennis Member nominated Directors, representing the funders. For more information about the ITIA and its work, please visit www.itia.tennis

The ITIA is a value-led organisation - our values are underpinned by 'Integrity' (it's literally in our name!) and are Respect, Collaboration, Excellence, Approachable and Innovation. We have recently been on a journey to review and define our vision and values: to remind ourselves why we do what we do, the direction we are taking and who we're going to be along the way.

PURPOSE OF THE ROLE

The ITIA is seeking a permanent part/full-time IT Manager, reporting to the Senior Director, Business Services

The principal purpose of the IT Manager role is to manage the IT function, policies and processes of the ITIA with a focus in three key areas:

- the smooth running of our Core IT Infrastructure and communications systems
- the understanding and governance of digital forensics tools used by the ITIA staff
- maintaining the systems, processes and procedures, we use to manage our data, information and security

The IT Manager is supported by multiple third party outsource providers who are responsible for the vast majority the IT estate and assisted by the Office Manager who has some IT responsibilities linked into their role.



Responsibilities:

- Understand the full range of activities and operations of the organisation to ensure business needs and service levels are met from an IT perspective.
- Ensure the day-to-day delivery of IT services by 3rd party outsourced providers and provide some onsite helpdesk support, 1st and 2nd line, for 45 users.
- Oversee the management of the core IT network and applications infrastructure.
- Determine and manage needs for desktops, laptops, tablets, mobiles and other hardware required by staff.
- Lead the implementation of the ITIA's information security initiatives.
- Ensure ITIA policies and procedures for effective data handling and management follow best practice as well as regulatory standards.
- Help manage internal staff security awareness training programme using KnowB4
- Oversee and manage the use of digital forensic extraction equipment in the ITIA
- Ensure ITIA policies and procedures for digital forensics follow best practice as well as regulatory standards.
- Build and maintain positive relationships with key internal stakeholders and department heads.
- Manage relationships with external partners and suppliers to ensure that the ITIA receives appropriate and effective 3rd party solutions at the best value for money.

You will have:

- Proven working experience as an IT Manager or relevant experience.
- Excellent knowledge of technical management, information analysis and of computer hardware/software systems
- Microsoft Windows Server 2016-2022, Active Directory, LDAP, DNS, RADIUS, Print services.
- Network design & configuration: Cisco, Cisco Meraki switches.
- Server installation and maintenance.
- Office 365 administration – including hosted Exchange.
- Experience implementing and managing Microsoft Azure solutions.
- Experience in data centre management and/or data governance
- Analytical and problem-solving ability.
- Strong communication skills and particularly the ability to recognise the needs of end users and communicate with staff who are not technically trained.
- A high level of personal commitment to task completion, with the ability to prioritise.
- Strong attention to detail, methodical and results oriented.
- A positive, supportive, and approachable manner and highly professional approach.

Desirable (but not essential):

- Knowledge and experience of MSAB and Cellebrite
- Certified Data Management Professional (CDMP) or equivalent
- CCNA or equivalent

Benefits:

- An exciting working environment in a dynamic, international sports body.
- Competitive salary (circa £55-70K depending on experience)
- Lunch (when in the office).
- 25 days holiday per annum plus UK bank holidays (pro-rata for part time).
- Comprehensive Private Medical Insurance.
- Contributory Pension Scheme (employer contribution currently 8%).
- Life Insurance & Income Protection Scheme.

Candidates must confirm that they have the right to work in the UK.



This job specification should in no way be deemed a complete and definitive description of the job requirements. Responsibilities may be expanded or reduced at any time as deemed appropriate by Senior Director, Business Services. To support the team, you may be required to carry out reasonable and relevant tasks that may fall outside of your positions' remit.

Within reason, you may be required to work outside of your standard contracted hours to meet the needs of the business. International Travel may also be required on an infrequent basis as needs arise.

As part of your ongoing development, you may be required to undertake training in order to meet the requirements of your role.