

# Job Description

## Technical Manager

<b>Position:</b> IT Technical Manager	<b>Department:</b> Technology Department	<b>Reporting to:</b> Head of Technology
<b>Salary:</b> Circa 40k dependant on experience.	<b>Contract:</b> Permanent	<b>Hours per week:</b> 5 days out of 7

**Job purpose:** To manage the department team & tasks to ensure they meet set targets and event timescales and expectations. To drive up knowledge and skills of the team through example, mentoring best practice, informal and formal training. To demonstrate flexibility when serious time dependant issues arise, to ensure resolution in the shortest time.

Organise and participate in out of hours on-call scheme to support the business when serious issues arise.

To deputise for the HOD when HOD is absent, ensuring performance and budgetary targets are maintained.

### Role Competencies:

#### **Planning Timescales:**

- Take responsibility to for ensuring own tasks and team tasks are completed on time.

#### **Decision Making:**

- Engaging support where required to ensure relationships are not compromised

#### **Impact & Influence:**

- Experience of working with clients and public
- Responding in a timely manager to events problems
- Going that extra mile to recover poor situations and working practices

#### **Skill Level:**

- Key networking skills to support the business
- Network diagnosis
- VLAN management

#### **Communication:**

- Keeping HOD up to speed with tasks and projects that are not on track

#### **Budget Management:**

- Financially aware of the impact of costs and impact on budgets

#### **Lead & Develop:**

- Previous experience of supervising or managing a team
- Setting and managing objectives
- Able to mentor team

#### **Operating Parameters:**

- Able to work flexible times to suit the needs of the events/football business.
- Able to work within the on call rota and respond and escalate problems as required

**Essential & Desirable Job Criteria:**

**People management – E**

**Team management – E**

Budget management – D

**Working within a help desk environment – E**

**Active directory – user management – E**

Active directory – group policy management -D

**Desktop issue resolution – E**

**Office 366 use – E**

**WI-FI – E**

**Networking principles – E**

**Telecoms call trees/answer groups – E**

Mitel phone system configuration – D

Ruckus Smart Zone configuration – D

**Cyber security awareness – E**

Firewalls – D

PDQ operation – D

IPTV & UDP streams – D

**Events management – E**

**On call – E**

To ensure that equality, diversity, and inclusion is maintained and developed across all programmes and areas of the business.

**Windows 10 set up & configuration - E**

Windows 11 set up & configuration - D

**Windows server OS - E**

VM Ware - D

Sequel server - D

MAC OS device management - D

**Cisco VLAN configuration - E**

Cisco switch management – D

Structured cabling diagnosis – D

Meraki cloud WI-FI configuration - D

VPN & MFA - D

CCTV systems - D

Milestone systems – D

Large LED screens - D

PCB repair, soldering etc - D

VMIX - D

**AV systems – mixers – E**

Hybrid meetings, zoom, teams – D

Competency Total:

Level