

JOB TITLE	IT Technical Project Lead
REPORTS TO	Head of IT
DATE COMPILED	February 2024

JOB DESCRIPTION

CORE VALUES AND INDIVIDUAL CONDUCT RULES

Our five core values define what we’re all about and what makes us tick. We’re always looking to appoint brilliant people, who share them!

- ✓ **Make a lasting impression** – leave people better than you found them
- ✓ **Proud of our past and excited by our future** – make sustainable decisions that last for generations
- ✓ **Passionate about people** – be warm, straight talking and genuine
- ✓ **Work together** – be a team player, celebrate success, be supportive and give your all
- ✓ **Deliver on promises** – if we say we’ll do it, we will

As a Financial Services organisation, we expect all of our colleagues to adhere to the individual conduct rules outlined below:

- You must act with integrity
- You must act with due skill, care and diligence
- You must be open and cooperative with the FCA, the PRA and other regulators
- You must pay due regard to the interests of customers and treat them fairly
- You must observe proper standards of market conduct
- You must act to deliver good customer outcomes for retail customers

1 MAIN PURPOSE OF JOB:

To support the IT Team with the co-ordination, delivery, and implementation of IT projects. Working closely with the Head of IT, the IT Technical Project Lead will utilise their technical experience to ensure that projects run on time and within budget while meeting overarching objectives.

2 DUTIES & KEY RESPONSIBILITIES

- **Overarching project management requirements including:**
 - To produce and deliver IT project plans with due consideration for business impact assessments, requirements and key deliverables.
 - To build relationships with key stakeholders throughout the Society to ensure the smooth running of IT projects, meeting deadlines and ensuring operational effectiveness.
 - To undertake business analysis to understand the requirements and deliverables of IT projects, utilising this information to provide project plans, timelines, and recommended approach.
 - To effectively communicate project updates to stakeholders and manage expectations throughout IT project lifecycles.
 - To identify and mitigate project risks, demonstrating astute problem-solving skills.
 - To deliver hands on implementation (technical changes) of some project deliverables, managing third-party changes and performing testing as required.
- **The ability to work seamlessly with varied technologies including:**
 - Server infrastructure and server room support, maintenance and upgrades
 - Wifi solutions and broader connectivity requirements
 - Network and connectivity infrastructure requirements, including installation of new technology at branch locations
 - Cyber security, reviewing functionality and capability.
 - Cloud migration.
 - File structure, including reviewing access and permissions.
 - Hardware installations including printer/laptop upgrades
 - Software upgrade reviews and pilot testing
 - Roadmap reviews for technologies to ensure solutions are fit for purpose

3 STANDARD EXPECTATIONS

All postholders across the Society are expected to adhere to the following expectations:

- Confidentiality - working within the Society the post holder may gain knowledge of confidential matters, such information must be regarded as strictly confidential and not disclosed further. Failure to observe this confidentiality clause could result in disciplinary action

- Codes of Conduct and Accountability - the post holder is expected to comply with FCA and PRA requirements, with specific reference to Senior Management and Certification regime (SMCR) and conduct rules for all staff.
- Health and Safety and Security - all employees have a duty for their own and others safety and to report any accidents, complaints or untoward incidents as per Marsden procedure.
- Valuing Diversity and Promoting Equality - as an equal opportunities employer all staff are required to comply with relevant policies and procedures.
- Training - staff have a duty to complete all required continuous professional development and training.
- Vulnerable Customers - to contribute to the safety of our customers who require additional support by identifying where a need exists and taking the appropriate steps to ensure any barriers are removed when dealing with their enquiry and appropriate monitoring of both the account and the customers circumstances takes place periodically to ensure fair customer outcomes. Branch/Department Champions provide advice and support to colleagues to assist them in meeting their responsibilities in contributing to the safeguarding of our customer.

The range of duties and responsibilities outlined in this job description are indicative only and intended as a board guideline of the range and type. They are subject to modification in the light of changing demands and development requirements of the post holder.

PERSON SPECIFICATION

Factors	Essential	Desirable
Education & Qualifications	<ul style="list-style-type: none"> • GCSE Maths and English (Grade A – C) 	<ul style="list-style-type: none"> • A-level or higher IT qualification • Specialist IT qualification (e.g. CCNA)
Knowledge, Skills & Abilities	<ul style="list-style-type: none"> • Significant experience of supporting IT infrastructure. • Good knowledge of computer hardware/software/cyber security systems • Good knowledge of Microsoft Operating Systems, Windows Desktops and Windows Server • Understanding of TCP/IP, LAN, WAN, Firewalls, Switching, Wireless • Active Directory and Office 365 Administration experience including Group Policy, DNS and DHCP. • Hands on experience with computer networks, network administration and telephony systems. • The ability to present technical information to non-technical colleagues in a coherent way. • Excellent relationship building skills. • The ability to understand organisational requirements and support this from a technical perspective. • The ability to work autonomously. 	<ul style="list-style-type: none"> • Understanding of cloud technologies such as Azure, AWS and Microsoft365 • VMware, Citrix experience • Regulatory knowledge particularly within Financial Services (FCA/PRA) or more generally GDPR/NCSC • Understanding of cyber essentials including NIST CSF, ISO 27001, ISO 27005, COBIT, PCI-DSS • Knowledge of security risk and controls, security testing and vulnerability management, threat intelligence, security policies and standards • Understanding of DLP, SIEM, cloud security, DevSec, Endpoint monitoring, Web Access Firewalls, and operational security tooling. • Experience of Sopra Banking Systems/Cato/Rapid7