

Position description

Position title	IT Manager (SURE)
Reports to	Director - IT
Date established	July 2024
Direct reports	2 x Systems Administrators, 2 x IT Service Desk Analysts
Employment status <i>(Full-time, part-time, contract length, FTE)</i>	Maximum term contract – 2 years, full time (1.0FTE)

Background

The Sax Institute is an independent, not-for-profit organisation that connects evidence with decision-making.

We are a national leader in the use of evidence, with over 20 years' experience, bringing together the broadest range of tools, methods, data, and trusted partnerships across governments, communities, services and academia.

We connect evidence, data and decision-makers to generate independent intelligence, support better decisions and create real-world impact for a healthier future for every generation.

Purpose of position

The IT Manager (SURE) is a senior technical leader responsible for the secure, reliable and customer-focused operation of the SURE platform. Working in an organisation that manages highly sensitive and confidential linked data, the role has three core responsibilities:

- Safeguarding information assets and maintaining SURE's security and compliance posture, including its ISO 27001:2022 certification
- Managing the vendors and service partners on whom the platform depends
- Engaging proactively with SURE's researchers, client institutions and data custodians to understand their needs and continuously improve the service.

It is a hands-on role within a small team that combines leadership in governance, risk and compliance with technical delivery. The position leads the SURE Service Desk, advises senior leaders on solutions that benefit SURE customers, and brings a strong customer focus together with excellent analytical, problem-solving and continuous-improvement skills.

Key accountabilities

Key accountabilities	Performance expectations
Customer engagement and Service Desk delivery for SURE	• Lead and manage the Service Desk providing support to external customers • Provide technical support to users of the SURE facility, and act as

	the primary liaison with service vendors on customer-affecting issues • Provide an escalation point and troubleshooting for support, systems, and Infrastructure problems • Implement secure workspaces for authorised users • Build and maintain proactive relationships with SURE researchers, client institutions and data custodians, understanding their requirements and translating them into improvements to SURE and its operating models • Manage customer onboarding, and provide proactive communication and transparent service-level and performance reporting to customers • Establish structured customer feedback and satisfaction measures, and act on the results to drive continuous improvement
Vendor, contract, people and financial management	• Build a customer-service oriented tone and develop a responsive, effective team that keeps the mission of the organization top of mind. • Control the selection and training of ICT professionals and other staff, build an effective team, and monitor their performance. • Support Senior leaders in preparation of budgets, ongoing cost management and other management plans and reports as required. • Lead vendor and contract management across the SURE supply chain — including sourcing and selection, contract and SLA/OLA negotiation, and ongoing management of supplier performance against agreed service levels to sustain SURE • Manage vendor commercial arrangements to optimise cost and value, and lead contract renewals, variations and exit planning • Obtain and review vendor security attestations and manage supply-chain (fourth-party) security risk in line with SURE's ISO 27001:2022 and ISM obligations
IT Operational Management	• Ensure provision of SURE IT infrastructure, systems and tools that are stable and secure to meet the needs of the Institute. • Manage the SURE technology infrastructure on an ongoing basis to ensure high availability • Proactively monitor capacity of the SURE facility and develop and implement capacity plans • Provide technical design expertise and support for the SURE environment • Identify areas of improvement to senior leaders
Provide technical advice and guidance to SURE	• Ensure technology is fit for purpose for our customers and implement new capabilities when required • Identification, evaluation and implementation of new technologies as appropriate for the Institute • Identify and manage upgrade and maintenance projects to improve systems and operational practices

Security, risk and compliance leadership	• Proactively identify, assess and treat security risks, and lead security incident and breach response, to ensure the organisation's assets and information are protected at all times • Own and continuously improve the SURE Information Security Management System (ISMS), and lead security awareness across all technical infrastructure delivered. • Implement and govern identity, access and privileged-access management, and maintain vulnerability, patch and configuration management for the SURE environment • Maintain ISO 27001:2022 certification, including ISMS policies and audit, surveillance and recertification readiness • Provide customer- and data-custodian-facing security assurance, including responding to security questionnaires and providing attestations • Maintain and demonstrate alignment with the ASD Essential Eight and ISM controls, and ensure compliance where contractual and data-custodian obligations exist.
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Selection criteria: Qualifications, Skills, Experience and Personal qualities

Essential

To be successful the IT Manager (SURE) should demonstrate the following technical and behavioural competencies:

- 5+ years in IT leadership roles, preferably in the not-for-profit, community services, health, or education sectors, developing and delivering IT strategies and projects
- Strong experience in the successful delivery of IT platforms and management of customer service desk
- 5+ years of 3rd level systems experience in an environment comprising multiple technologies
- Strong experience with Server and desktop (Windows) and virtualisation technologies
- Strong knowledge of information systems, enterprise architecture and cloud environments
- Demonstrated experience owning or maintaining an ISO 27001:2022 (or equivalent) information security management system, including audit and certification, with working knowledge of the ASD Essential Eight and ISM.
- Demonstrated experience managing IT vendors and contracts, including SLA/OLA negotiation and supplier performance management in an outsourced or MSP-supported environment
- Demonstrated customer engagement and stakeholder relationship management skills, including building trusted relationships with customers and translating their needs into service improvements (beyond service-desk operations)
- Highly effective listening, verbal and written communication skills with excellent attention to detail.
- Highly organised with experience in managing multiple priorities and ability to work according to strict deadlines and manage various demands

Desirable

- Demonstrated networking experience supporting switches and firewalls (Dell, Fortinet, NSX preferable)
- Experience with cloud or hybrid cloud management and strategy
- Experience in Linux (Ubuntu and or Openstack)

- Any experience in a Managed Service Provider (MSP) or customer service delivery.
- Strong understanding of the public health research and not-for-profit environment

Challenges

- Providing an excellent user experience for SURE clients
- SURE clients are provided with flexible services that are delivered in the most cost-effective way
- Staying abreast of new developments in IT capabilities and their application to research.

Key stakeholders and relationships

- Sax Institute Staff - Internal
- SURE Clients – External, including government and research institution senior executives.
- Data custodians – External
- IT vendors and Managed Service Providers – External
- Auditors and certification bodies – External
- Director IT and Senior Director, Data and Research Services – Internal