

CAREERS AT CERTSURE

Job Title:	Head of IT Operations
Location:	Head Office in Bedfordshire
Salary:	Competitive salary plus excellent benefits
Hours:	Full time
Contract:	Permanent
Vacancy Number:	012/20
Closing Date:	14 th July

About the role...

We have an exciting opportunity for a Head of IT Operations to join our Head Office in Bedfordshire.

The main purpose of the role is to contribute to the development of IT departmental strategies to align with overall business strategy.

Overseeing all aspects of IT operations including IT infrastructure, service desk, disaster recovery, and regulatory compliance to provide a scalable and stable infrastructure to support business growth.

Maintaining overall security of the business network, systems and data and developing and maintaining overall backup and recovery strategy and capacity planning. Responsibility for analysing the current systems and assets, recommending and implementing solutions and upgrades and working with 3rd party vendors and suppliers as required.

About the company...

Certsure is a market-leading certification body. Operating the NICEIC and ELECSA brands, we've been in business for over 60 years. Our mission is to make a positive difference to our customers and our people, and to provide a service that's second to none. Our values are important to us, and are all about doing the right thing, making a difference, investing for the future and achieving results.



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We're extremely proud to be a **Best Company to Work For**. This demonstrates how important our people are to us and recognises everything we do to make sure our people have a working experience that's the best it can be.

What you'll be doing...

- Lead people in accordance with Certsure's Behaviours for Success.
- Ensure there is a talent management and succession plan in place for the team.
- Contribute to the development of the IT strategy in alignment with the business strategy.
- Lead and manage the IT Infrastructure and Service Delivery teams to deliver a stable and scalable IT architecture and network
- Develop, implement, and maintain processes and procedures for effective delivery of services in line with recognised standards e.g. ISO27001 / Cyber Essentials /ITL etc
- Develop and implement hardware and software standards for network services, servers, databases, wireless technology, file and print services, etc.
- Management of day-to-day operations including downtime, reporting service levels, defining and tracking IT operational metrics.
- Managing Disaster recovery operations and co-ordinating response when required
- Prepare and manage the budget for IT operations and prepare forecasts as required
- Lead and manage 3rd party relationships with suppliers as required
- Support other projects and initiatives projects as required

What we are looking for...

- Ability and commitment to follow Certsure's Behaviours for Success.
- Ability to inspire and engage people, maximising their enthusiasm, commitment and ability to deliver business performance.
- Ability to work collaboratively across all areas of the business.
- Delivers and encourages a high-performance culture.



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- Ability to coach and mentor people, helping them to become the best that they can be.
- Understands that learning and development plays an important part in creating high performing teams and takes steps to ensure people develop their knowledge and skills.
- Experience at managing teams and their development.
- Excellent interpersonal and communication skills (both written and verbal), with the ability to communicate to and work collaboratively across a diverse audience.
- Depth of experience in IT infrastructure management and service delivery, including License management
- High level of hands-on/technical knowledge of core technologies including but not limited to Windows Servers, Active Directory, MS SQL and core networking technologies like LAN/WAN, subnets, firewalls, VLAN's, and VPN.
- Strong hands-on/technical knowledge of VMware technologies.
- Strong hands-on/technical knowledge of migration to cloud (AZURE preferred).
- Technical knowledge of IT Security across all levels / touchpoints.
- Ability and commitment to follow Certsure's Behaviours for Success.
- Ability to inspire and engage people, maximising their enthusiasm, commitment and ability to deliver business performance.
- Delivers and encourages a high-performance culture.

What we offer you...

- 25 days annual leave (pro rata for part time)
- Up to 3 flexi-days each year (pro rata for part time)
- Special domestic leave of up to 5 days each year (pro rata for part time)
- Learning and development opportunities
- Pension scheme
- Life Assurance
- Private healthcare
- Access to 'Connected' which is our Reward Gateway Hub
- Subsidised café and gym facilities at our Head Office



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- Loyalty days
- Loyalty awards
- Employee of the month scheme
- Refer-a-friend scheme
- Free eye tests
- Bike loan scheme

Find out more about us...

Websites: www.certsure.com or www.niceic.com or www.elecsa.co.uk

Twitter: @CertsureLLP, @officialNICEIC, @officialELECSA

LinkedIn: <https://www.linkedin.com/company/niceic>

Facebook: <https://www.facebook.com/NICEIC/>

Instagram: <https://www.instagram.com/officialniceic>

How to apply...

If you think this is the job for you, then we'd be delighted to hear from you!

Please send your CV and a covering letter to vacancies@certsure.com.

We're unable to respond to all applicants due to the high volumes of CVs we receive. Therefore, if you don't hear from us, unfortunately this means you've been unsuccessful on this occasion.

