

IT Services Manager

Here East is an exciting new development on the Queen Elizabeth Olympic Park in Hackney. The vision was to create a state of the art digital campus that would become home to both large and small companies working within the technology, digital and creative sectors. Central to this vision was the clustering of world class universities, an innovation centre, TV studios and production companies, a data centre and a 1,000 capacity event space and conferencing facility; all sitting within an incredibly designed facility promoting innovation and collaboration across the site. Known as London's home for making - Here East is the place where the products and services of tomorrow will be created by some of the most exciting companies and institutions in London.

Here East is now over 60% let and is further developing its management team to drive forward the vision to create London's leading digital cluster. As our vision continues to grow, so does our own team, as we look to continuously push the boundaries of technology to create our own vision of the future.

We are currently looking for an **IT Services Manager** to lead on our IT infrastructure and Service Provision. This role is a fantastic opportunity to be part of a brand new campus that homes the largest innovation centre in Europe.

Personal Attributes:

This role requires a candidate that is – responsive, flexible, committed, focused, accountable, proactive and engaging. Working as part of the Here East Team is crucial to the day to day running of the Campus. Therefore our team must be – inspiring, enthusiastic and confident.

Reporting:

The role has a reporting line to the Operations Director.

Duties and Responsibilities:

- Operational Contract Management
- Collate, prepare and maintain a schedule of all ICT, Operational and other office based agreements and contracts (10+).
- Management of on-going IT and Operational contracts.
- Ensure a rolling programme, as required to manage 'contract renewals' on a timely basis, with an emphasis on value for money. This will include contract negotiations and seeking improved terms and costs savings.
- Create and develop strong, professional relationships with all Tech Service Partners and Stakeholders - arranging periodic (i.e. quarterly or 6 monthly) account management meetings.
- Attendance to weekly Operational meetings with the Here East Operations Team.
- Demonstrate strong interpersonal, leadership, communication and negotiation skills with all Tech Service Partners, whilst being able to deal with and manage challenging situations.
- Ensuring Campus IT is compliant with the relevant data protection legislation which is currently under review by the Government.
- Management of day to day IT requirements, to ensure that the business is proactive and a high quality service delivery is received from the outsourced IT provider(s).
- Supporting the Here East and external events management Team in technological support for all Here East Events.

- Regular review of cutting edge technological advances that may be of interest to Here East – Presentations of such innovations will be required.
- Regular liaison with the Innovation Centre to ensure IT Requirements are being met and where possible surpassed.
- Optimizing the Here Easts Teams use of IT network and software.
- Co-Ordination of quarterly Disaster Recovery Plan updates, to ensure that changes in working practices have been appropriately reflected, whilst also confirming any changes for all Tech Service Partners.
- Identify opportunities for further improvement of business processes, efficiency and cost saving.

Management of the following systems/contracts:

- Internet lines
- Telecoms (inc. Campus phone systems/Internet Systems/Skype for Business, mobiles)
- Digital Dictation software
- Multifunctional Devices
- Conferencing Line
- CCTV
- Integration Systems
- Fibre Network
- Wi-Fi Network
- Bring Me Box
- Mobile CCTV App
- Access Control
- Provide periodic updates on-going operational matters affecting the business.
- AV and associated kit
- CRM system
- Wayfinding screens