Aberdeen Football Club
Job Description

Name:	
Job Title:	IT Manager
Line Manager:	Head of IT & Digital
Line Manager for:	IT Support Analyst Data Protection Officer
Date Started:	

Overall Purpose of Job:

Responsible for identifying, managing, and maintaining computer systems and technology solutions for the Club. Responsible for the Club's IT infrastructure including, SaaS solutions, servers, networks, and end-user devices. Manages and leads IT projects.

Main Responsibilities/Description of Duties:

IT Service
- Responsible for the smooth running of IT service in line with ITIL v4 best-practice including service level management, incident management, service request management, change enablement and problem management.
- Provides 2nd and 3rd line technical support to all users on systems/services including but not limited to:
  - Hardware/devices: desktops, laptops, servers, phones, desk phones, conference devices, franking machine, printers, and photocopiers.
  - Software: Windows 10 and above, macOS Catalina and above, Windows Server 2016 and above, standard desktop applications, specialist applications and mobile applications.
  - Network: cabling, patching, routers, switches, wireless access points and VPN.
- Oversees the IT service management system by organising, planning, and prioritising IT support and project tickets.

Operations
- Responsible for the day-to-day running of the IT operation at the Club.
- Proactively identifies and resolves issues to improve the IT operation.
- Creates policies, processes and procedures and contributes to the IT knowledgebase.
- Responsible for the IT asset management lifecycle.
- Orders IT equipment and supplies from approved suppliers and vendors.
- Provides advice and guidance to end-users on cyber security, data protection, and Club policies.
- Helps end-users get the best out of the in-house business systems by working with them to understand their requirements and delivering the best possible solution in each case.

Infrastructure and Systems
- Responsible for the Club's IT infrastructure including but not limited to:
  - Desktops, laptops, phones, desk phones and conference devices.
  - Servers, NAS, and SAN.
  - Routers, firewalls, access points and switches.
  - Printers, photocopiers, and franking machines.
- Responsible for IT systems resilience ensuring technologies such as RAID, backups, failover, security systems etc are in place and maintained.
- Creates and maintains the IT disaster recovery and resilience plan.

- Supports the client hardware and server infrastructure including setup, maintenance, patching, troubleshooting, upgrades, backups and restores.

Compliance
- Cyber Security
  - Manages the cyber security strategy.
  - Manages a cyber security response plan.
  - Organises, hosts, and takes part in yearly table-top exercises to test the cyber security response plan.
  - Organises quarterly cyber security awareness sessions and phishing campaigns.
  - Ensures compliance with Cyber Essentials+ and IASME Gold and recertifies yearly.
- Data Protection/Information Security
  - Responsible for the Club's compliance with the UK GDPR and other relevant data protection laws.
  - Assists the DPO with the maintenance of the Club's Record of Processing Activities (RoPA), Data Protection Impact Assessments (DPIAs) and Legitimate Interest Assessments (LIAs).
  - Conducts regular GAP analysis and identifies issues for remediation.
  - Develops policies, procedures and documentation relating to data protection and information security.
  - Ensures relevant staff are trained and aware of data protection and information security policies.

Matchday
- Provides technical support on a home matchday.

Other
- Actively committed to own development by keeping up-to-date with latest technology and industry events.
- Represents the IT team and Club in a professional manner with both internal and external stakeholders and by doing so reflecting the Club values and personality.
- Undertakes any other duties that may reasonably be required.

Person Specification: Experience/Qualifications/Training/Personal Qualities	
Essential:	**Desirable:**
- Significant IT experience with notable experience at senior/management level. - Technical knowledge of servers, client operating systems, standard desktop applications and mobile applications. - Experience in leading IT projects. - Strong critical thinking and decision-making skills. - Excellent communicator. - Able to work independently and as part of a team. - Approachable and helpful by nature. - Driving Licence. - Knowledge of data protection laws (UK/EU GDPR, DPA 2018, PECR etc.)	- Microsoft Certified Professional (MCP). - University degree in an IT/computing related subject. - Customer service/IT service delivery experience. - ITIL 4 Foundation accredited.
Signed by Employee:	**Signed by Line Manager:**
Date:	**Date:**