

Role: IT Systems Manager

£35k-£45k

Fourteen IP have an opportunity for an IT Systems Manager to join their dynamic, global management team.

As IT Systems Manager you will report directly to the Chief Technical Officer and will ensure that Fourteen IP identifies and maintains systems and software that promote operational excellence.

Working closely with the senior management team you will lead and deliver a now identified system enhancement project, across the group's US and UK headquarters. This project will require the review, development, replacement and/or addition of systems and software to effectively manage Fourteen IP's operational business processes and planned global expansion. Candidates must be able to demonstrate the ability to identify, negotiate and work alongside third party software vendors and IT system developers.

Ownership of the long-term suitability and efficiency of IT systems and software will also be yours and you will proactively lead the review, updating and administration operational systems and solutions. You will also be required to contribute to the development of IT policies and processes.

Based at our operational HQ in Wigan, Greater Manchester, you will establish and deliver an internal IT support function allowing Fourteen IP to bring their IT functions in house. International Travel will be required.

About the Role:

- Evaluating the functionality of business systems
- Travel to the US will be required on occasion
- Project Management of new offices, globally.
- Liaising with suppliers, partners and vendors and evaluating their ability to meet our IT system and software needs
- Consulting with colleagues to ascertain needs and to ensure that facilities meet project requirements and end user expectations
- Managing local IT budgets
- Management of business systems interfaces
- Work with technical teams around scheduling upgrades, patches.
- Scheduling and communicating system downtime
- Providing user training, support, advice and feedback
- Testing and modifying systems to ensure that they operate reliably
- Coordinate internal resources and third parties/vendors for the execution of projects
- Developing project scopes and objectives, involving all relevant stakeholders and ensuring technical feasibility
- Develop a detailed project plan to track progress
- Use appropriate verification techniques to manage changes in project scope, schedule and costs
- Report progress to management and stakeholder, managing the relationship with the businesses and all stakeholders
- Perform risk management to minimise project risks.
- Create and maintain comprehensive project documentation

About You:

- Relevant experience in a similar or related role which included management responsibilities
- Plan, organise, control and evaluate IT and electronic data operations.
- Design, develop, implement and coordinate IT systems, policies and procedures.

- Data security, network access and backups, system functionality.
- Identify problematic areas and implement strategic solutions on time.
- Audit systems and assess their outcomes.
- Preserve assets, information security and control structures.

In this role you will create and deliver a business relevant digital roadmap to support and leverage our core business strengths. Specifically, this will include the introduction of a new finance system to provide an integrated approach for technology deployment across the business.

- Strong technical acumen and the ability to analyse complex situations and effectively solve problems
- Experience of ICT systems, technical development, testing and system implementation
- Thorough understanding of GDPR and good practice of complex data management
- Detailed knowledge and understanding of data collection methodologies, analysis, principles and techniques.
- Knowledge of reporting tools, such as PowerBI is an advantage.
- Experience of establishing and running a business wide applications function
- Track record of successfully managing a blend of legacy and modern technologies and vendors
- Experience of successfully working with key external service providers including large systems integrators and Significant experience of successfully working with a variety of stakeholders
- Relishes the opportunity to mature and improve the services delivered by an existing team with experience of applying appropriate best practices from other companies/sectors
- Ability to work with the wider Group ICT function inline with the group strategy on technology and architecture
- Pragmatic approach, able to balance the ideal with the reality of what is needed today
- Demonstrable ability to thrive in a complex, rapidly changing and demanding Globally integrated (but not centralised) business environment

Closing Date for applications 29 November 2019

With a competitive salary and benefits package, working for FourteenIP is a fantastic opportunity for the right person to thrive. We have opportunities for growth and development and a culture that makes working for us very rewarding.

Who Are FourteenIP?

Fourteen IP is the leading Systems Integrator that specialises in voice and data solutions for the Hospitality Industry. We offer a comprehensive portfolio of Infrastructure solutions from Cisco, Aruba, Ruckus, Broadsoft and Mitel as well as providing full fixed line and voice and data services.

We specialise in the design, deployment and support of Cloud based telephony solutions as well as cloud and property based wired and wireless network solutions. The Fourteen IP portfolio is delivered with customer focused services, that includes 24/7 customer care and engineering coverage.

Fourteen IP has developed longstanding relationships with customers and suppliers and focuses on doing a few things very well. Our Evolution Voice solution is the leading cloud PBX for hotels in Europe and North America.

With over 25 years' experience and deployments covering well over one hundred thousand guest rooms plus corporate offices we have the understanding and capability to design, manage, implement and support solutions that can help you deliver improved service and increase operational efficiency whilst reducing costs.

Fourteen IP is widely recognised as the leader in providing communications services by both competitors and customers and is committed to delivering exceptional service and providing cost effective, innovative solutions that support your businesses 365 days a year.

We support hundreds of hotels for leading Hotel Companies including Marriott, Hilton, Hyatt, Four Seasons, Accor, IHG, Rosewood, Soho House as well as many regional groups and individual properties.

Fourteen IP is a company built on service and built on reputation. We are Investors in People accredited and hold current ISO 9001 certification. We are also Cyber Essentials+ certified.