Technology Manager (12-month fixed term contract) – Cheltenham

Attivo Group is looking to recruit a Technical Manager to join our busy and growing Cheltenham office on an initial 12-month fixed term contract. This versatile position requires broad technical skills and the ability to perform tasks relating to company systems including detailed troubleshooting for technical issues and being accountable for effective Managed Service Provider (MSP) delivery.

A key element of the role is the modernisation of our workplace, providing a secure, flexible environment, migrating from our current File Share configuration to leverage the benefits of Microsoft 365, including SharePoint, Intune, Data Loss Prevention, Azure Information Protection, and Enterprise Mobility & Security.

The Technical Manager will be responsible for ensuring that a system is designed to protect our company information and that Attivo Group's regulatory obligations are met. This will include logical prevention such as firewalls and system security, as well as user education.

We provide our advice and service through Attivo Financial Planning, one of the very few genuinely Independent, Chartered, Occupational Pension Specialist, financial planning firms in the UK. We aim to deliver the most professional, technically competent, independent advice and service to our clients.

We want to be seen as a leader in the financial planning sector, to help change the standing of financial planning to be recognised as a genuine profession and to ensure we, and the profession, contribute positively to society and the economy.

Main responsibilities

Analyse business requirements to ensure technical functionality meets business needs
- work closely with the Business Analyst to understand business needs, translating them into technical requirements for system improvements/changes to enhance operational efficiencies
- arrange/undertake functional systems testing as required and confirm functionality delivers the agreed requirements.

Deliver our Digital Workplace Project
- design an IT governance structure to facilitate a secure but flexible information communication technology (ICT) environment
- leverage the Microsoft 365 EM&S functionality including the implementation of mobile application management, cloud-based authentication, Data Loss Prevention, and Azure Information Protection
- provide the reporting capability to demonstrate the effectiveness of EM&S
- design, build, and migrate business internal data to SharePoint utilising the designed IT governance structure
- ensure the business can efficiently identify information for data subject access requests and assist in the management of system access rights/permissions.

Refresh core IT infrastructure
- modernise the current virtualised core infrastructure, ensuring business service availability is improved by migrating existing IT Servers to new environment
- ensure the core infrastructure project is designed with maximum uptime and is effectively supported.

<u>Deliver training and support to ensure the effective use of Microsoft software by all staff</u>
- help to design and deliver system user training on a group/individual basis as required
- produce and maintain user guides where appropriate.

<u>Assist with management of suppliers to maximise ICT performance</u>
- assist with the capture, analysis, and presentation of information to understand and improve the performance of information systems and increase productivity where applicable
- own the day-to-day operational relationship with the MSP to maximise ICT infrastructure availability.

<u>Information security</u>
- provide data and reporting functionality relating to systems, including business performance reports/dashboards to understand and mitigate information security threats
- work with teams/individuals on issues relating to information integrity and security
- identify and implement appropriate information security standards
- ensure that Attivo Group is fully capable of meeting regulatory compliance requirements
- set up end user education to provide a 'human firewall', ensuring users are regularly educated and that new users have the correct knowledge to prevent breaches.

Qualifications, skills and experience
- relevant technical competence
- Microsoft Azure administration
- networking competence such as CCNP
- Microsoft server competence
- excellent understanding of Microsoft 365
- Windows 10 administration
- network security (firewalls), ideally on SonicWALL
- technical level knowledge of Microsoft EM&S products
- excellent networking, firewalls and infrastructure knowledge including virtual environments
- ability to maintain excellent working relationships and manage multiple stakeholders
- highly analytical and logical
- diligent with attention to detail
- ability to train large groups and individuals
- ability to work autonomously to performance objectives
- minimum 5 GCSEs graded A-B, including Maths and English.

Salary and benefits
£45,000 depending on experience and qualifications.

Attivo Group also offers:
- excellent company benefits package including a non-contributory Pension Scheme, Private Medical Insurance, Income Protection, Critical Illness and Death in Service
- generous holiday allowance
- corporate gym membership
- parking allowance for employees who live over 1.5 miles away from the office (Cheltenham only)
- regular company social events
- charity days
- excellent culture, promoting employee wellbeing and engagement.

How to apply
For further information, please get in touch. To apply for this role, please email your CV along with a covering email or letter to careers@attivogroup.co.uk.

Privacy Policy
If we have received your details in response to a recruitment initiative, we will store the personal information that either you, your recruitment agent or another third party has provided us with. We process that information because it is in our legitimate interests to do so in order for us to be able to make an informed decision about whether to interview you and, ultimately, recruit you.

We believe that you would reasonably expect us to process your personal information in this way and that such processing does not have an impact on you in a way that would make this processing unfair. Where your personal information is kept as part of a file relating to prospective employees of Attivo Group, we will retain that information and any information relating to that matter. This is so that we can review the file if any complaints or issues arise after the recruitment process. The length of time that we keep prospective employee files is usually 3 months after conclusion of the relevant recruitment process.

Unless you request us not to do so, we may also contact those individuals who are referred to in any information you provide us with, for example referees. This contact may be made by telephone, email or post. We will only do this if we have your express permission to contact them in this way.

Where you have provided us with personal information about a referee or a previous employer, it is your responsibility to inform that person that you have provided us with their details and that we will be processing it in connection with your employment application. You should also give them our contact details (below) should they wish to discuss this with us. Click here to view our full privacy policy for prospective employees.

Agencies
We are unable to offer this position to recruitment agencies so we respectfully ask that agencies do not contact us in regard to posts advertised on this site

April 2019