

IT Department IT Manager / IT Technician / IT Team Member

Alco Valves Group prides itself on its internal IT systems and infrastructure. The role of the Alco IT Manager will involve managing the network and server infrastructure, maintaining the security of the company's computer systems and electronic data, development and implementation of customised systems and overseeing all computer-related activities. This busy role also includes a number of secondary duties, some of which are listed in the list below. The IT Manager role is a unique and exciting opportunity with many varying duties including those that will take a hands-on approach.

This position will primarily be based out of the Alco Valves Office in Brighouse. The role will report directly to the company Operations Manager.

The traits required for the successful candidate must include the ability to be forward thinking with a dynamic approach to their work, whilst having the ability to be flexible when required, hardworking and full of creativity with innovative ideas / suggestions. The ability to deal with stressful situations and good problem-solving abilities are also absolutely essential. A positive approach to dealing with end users is important. Furthermore, cross site support may also be required from time to time. The ability to properly plan a workload and be organised is very important to succeed in this role.

Duties (in order of importance)
<p>Maintaining the core infrastructure, including but not limited to:</p> <ul style="list-style-type: none"> • Windows server 2016, 2019 and 2022 - upgrades, configurations and installations • Hyper-V VM environment – upgrades, configurations and installations • Physical servers – Dell and HP – upgrades, configurations and installations • Local and cloud backups – maintaining, monitoring and restores when required. • Firewalls and switches (Ubiquiti, Netgear and Draytek) - installations and policy changes. • LAN, WAN and VLAN • Local infrastructure – HP SFF, PC and laptops
<p>Maintaining and setting up email, users, cloud environments etc - Windows AD, Office 365, Sharepoint, and Azure etc.</p>
<p>Guaranteeing uptime of hardware and software infrastructure (all ICT systems): including AV, print services, email and telecommunications (Avaya VOIP), internet, ERP (Syspro), virtualised server environment (Hyper-V), backup systems as well as departmental specialist systems and software (engineering, machining, marketing etc) and many more. Managing crisis situations (including out of hours), which may involve complex technical hardware or software problems whilst minimising downtime.</p>
<p>Ensuring the company's data and systems are used appropriately and also secured from internal and external attack (cyber security). Similarly, keep staff and board members up to date on the latest cyber security threats and provide necessary training at least annually and quarterly email updates. Uphold the company's annual cyber security accreditation.</p>
<p>Ensuring that the company and all end users adhere to software licensing laws and correct use of software. Also, tracking and recording all software licensing throughout the company.</p>
<p>Providing secure access to the network for external staff members / remote users;</p>

Discuss ideas and offer advice / guidance to the internal management team, so they can make informed decisions about IT, technology and investments in it. From time to time, offer support to the wider external team in regards to business acquisitions. Support staff with how IT can support / advance their work / job role / departments etc.
Maintain and ensure all company data is controlled, secured and backed up. SQL database interrogation work for reporting purposes will sometimes be required.
Scheduling and installing upgrades and security backups of hardware and software systems;
Ensuring major systems are backed up with copies available off site / cloud.

Secondary Duties
Managing the setup and use of mobile devices for end users, as well as ensuring said mobile devices and company data are kept secured (Intune) in case of theft or loss etc. Managing BYOD where necessary.
Developing appropriate policies and procedures to ensure correct usage and governance etc of all IT systems and relevant matters.
Researching, implementing and rolling out new systems and IT solutions;
Planning, developing and implementing the ICT budget and obtaining competitive prices from suppliers to ensure cost effectiveness.
As data controller, ensuring the company and its staff are educated in and follow correct data governance and GDPR guidelines.
Maintaining and developing the company website(s) (WordPress) as and when required
Creating bespoke applications for company use i.e. company intranet, automated systems etc. Either using internal systems modules or with knowledge of coding where required (not essential).
Evaluating user needs and system functionality and ensuring that ICT facilities meet these needs. Offering end users appropriate support and sometimes training to ensure that they are using their systems correctly.
Installing and configuring computer systems including end user hardware. This also includes sourcing relevant systems as well as staying up to date on the latest technologies.
Analysing all systems to ensure correct and appropriate use as well as analysing support requests to spot trends and underlying issues.
Designing interesting, eye-catching and professional marketing materials. Product photography, brochures, fly cats etc. From time-to-time graphic design.
Keep our social media platforms updated on a regular basis and research and work to increase following with inventive and enthusing ideas.
Ensuring that facility security, physical security, access control and CCTV systems are monitored and maintained.

Implementing ergonomics where necessary and ensuring all staff have access to the correct tools / resources to allow them to carry out their job role effectively, comfortably and safely.

Integrating IT into as many parts of the business as possible, to streamline processes and create efficiencies wherever possible.

Keep all IT related areas tidy including ensuring retired assets are disposed of responsibly and data destruction is carried out correctly. Similarly, keep track of all IT assets throughout the company.

Please note, the above list is not exhaustive.