

Head of IT

KWMC is not just your standard office IT setup. While we do have plenty of office staff using MacBooks and Office365, we also have:

- Creative technology projects which give rise to all manner of IT requirements
- Our own LoRaWAN network and connections to other experimental networks
- In-house archive and backup servers
- A large amount of equipment for training courses and outreach, such as video cameras, sound equipment and edit suites
- Cloud servers for projects and our various databases
- A number of websites, on dedicated hosting
- Relationships with other local organisations such as UoB
- Ongoing projects around technology in the community
- The Factory, our manufacturing facility with all kinds of CNC equipment
- Buildings systems such as phones, CCTV and environmental automation

There are already roles across the organisation dedicated to much of this activity: researching and implementing creative technology projects, running training courses and promoting engagement, and maintaining much of the technology in the Factory. We are also recruiting the new post of Creative Projects Technician, who will look after all the bookable equipment, provide some of the everyday technical support and help organise the archives. (The successful applicant to this job will be involved in that recruitment.)

The Head of IT is only responsible, on paper, for the Creative Projects Technician – all other roles are within other departments. However, although you are not directly responsible for those other staff, you will work at senior management level and be responsible for maintaining an environment in which all technical staff are encouraged to work together as if they were one unified department. This means ensuring a skills crossover to provide holiday or sickness cover, taking an overview of current and future needs, and keeping everyone communicating and collaborating effectively. The sum of the whole should be greater than its parts.

Your goal is to use the resources available to you to keep KWMC's IT services and resources functional, efficient and flexible enough to match the organisation's requirements.

KWMC provides a supportive environment, with a learning culture when it comes to mistakes. This applies both to how you are treated in your role as Head of IT as well as how you are expected to engage with other staff.

Person spec

The right person for this role will have:

- The ability to lead and inspire a motivated team of staff
- Proven systems administration and network skills
- A good understanding of IT security
- The ability to handle budgets effectively
- Specific knowledge of Microsoft365, Azure and Jamf is helpful but not a requirement