intercede

Job Summary – Head of IT

Location: Lutterworth, Bracknell (UK), Reston (US)
Reports To: Chief Operations Officer
Band: Operational Management Team (OMT)

Purpose of the Role:

The Head of IT leads and manages the IT and facilities services at Intercede across multiple global sites. The role ensures high performance and availability of internal systems for all users, contributes to strategic IT decisions, and supports a "Cloud First" transformation using Microsoft Azure. The role is also responsible for mentoring the Internal Support Team and ensuring service excellence.

Key Responsibilities:

1. Service Management:

- Lead and manage the Internal Support Team, ensuring SLAs and business requirements are met.
- Deliver 1st to 3rd line support, including hands-on problem resolution.
- Oversee the rota-based support desk and out-of-hours coverage.

2. Infrastructure & Systems Oversight:

- Manage all IT infrastructure including servers, cloud services (Azure), network, and security systems.
- Maintain and improve high availability, disaster recovery, and business continuity plans.
- Implement and manage corporate systems (e.g., email, backups, telephony).

3. Strategic & Project Leadership:

- Plan and execute IT projects aligned with the Cloud First strategy.
- Identify and eliminate technical debt; maintain budget control and efficiency.
- Manage vendor/supplier relationships and negotiate contracts effectively.

4. Compliance & Security:

- Ensure implementation and adherence to cybersecurity and information security best practices.
- Participate in internal and external audits where needed.

5. Facilities Management:

- Ensure upkeep and technical readiness of office environments.
- Support facilities infrastructure related to IT operations.

intercede

Essential Experience & Skills:

- **10+ years** IT industry experience, **5+ years** in a managerial capacity.
- Proven ability to manage a technical support team (5–10 people).
- Expertise in:
    - Microsoft Windows Server and Desktop OS
    - Microsoft Azure, Intune, MS Defender
    - Network architecture, VPN, Firewalls, Routers
    - Virtualisation platforms
    - Backup and recovery solutions
    - Linux and macOS environments
- Familiarity with ITIL framework and process-driven service delivery.
- Strong communication, stakeholder management, and leadership skills.
- Comfortable working across time zones and in a high-availability environment.

Desirable Qualifications:

- Degree in Computer Science, Engineering, or equivalent experience.
- Microsoft certifications (MCP, MCSA, MCSE, etc.)
- Understanding of cybersecurity frameworks.
- Eligible for UK Security Clearance.
- Full UK Driving Licence.

Key Competencies:

- **Leadership & Mentorship:** Leads by example; develops team performance.
- **Technical Acumen:** Strong analytical and creative problem-solving skills.
- **Customer Focus:** Prioritises service and satisfaction for internal users.
- **Project & Time Management:** Delivers multiple projects and requests efficiently.
- **Communication:** Clear, professional, and effective communicator across all mediums.
- **Organisational Awareness:** Understands internal dynamics and decision-making structures.

Work Conditions:

- Based in Lutterworth with occasional travel to Bracknell and Reston (US).
- Must reside within 30 miles of Lutterworth for on-site availability.
- Rota-based working hours: 07:30 – 18:30, occasional weekend maintenance, and on-call rota coverage (up to 10:30pm weekdays)

intercede