

## Job Description

Job title:	Group Head of IT
Department:	Information Technology
Reporting to:	Chief Executive Officer
Location:	Jersey

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## The Role

### Job Purpose

To take overall responsibility for the IT strategy, planning, infrastructure, operation and processes. To oversee and support the IT team in the deployment of IT solutions throughout the Crestbridge Group. To align IT with business needs now and in the future. To be a key component of the continued growth of Crestbridge.

### Key Result Areas

- To develop and implement a five year strategic vision for IT
- To take ownership of Crestbridge's IT infrastructure, designing and managing optimum solutions for a rapidly growing business
- To work with the wider business to provide effective IT solutions so that client services can be enhanced, user effectiveness improved and innovation encouraged
- To develop and drive forward standard operating procedures allied to best practice, setting the highest standards and ensuring that written policies and guidelines are documented and provided to all staff and end users
- To ensure that IT-related projects are delivered on time and within budget
- To identify and minimise security vulnerabilities, identifying strategic solutions that increase data safety, ensuring that data protection legislation is followed
- Management of hardware, software, consultancy and outsourced relationships
- To oversee the IT support function
- Managing, motivating and developing the IT team
- Managing the IT budget
- To act at all times in accordance with Crestbridge values

### Primary Contacts

- Own team
- Directors in all Crestbridge offices
- Internal departments
- IT contractors and consultants

# Requirements

\* Essential

+ Desirable

<b>Qualifications</b>	<ul style="list-style-type: none"><li>* MCSE or MCITP:EA</li><li>* Computer Science Degree (or related)</li><li>* Prince2 Practitioner</li><li>* Citrix Certified Expert CCE-AD or similar</li></ul>
<b>Experience</b>	<ul style="list-style-type: none"><li>* 10 years'+ relevant experience in finance industry</li><li>* At least 6 years' management experience in an IT environment</li><li>* Experience of developing and coaching others</li><li>* Experience of providing IT solutions in a multi-jurisdictional business</li></ul>
<b>Knowledge</b>	<ul style="list-style-type: none"><li>* Comprehensive understanding of Windows environment and applications</li><li>* Working knowledge of Cisco Networks and Phone Systems</li><li>* Working knowledge of Hyper-V and Citrix</li><li>* Experience of NetApp, Microsoft Dynamics CRM</li><li>+ High level understanding and knowledge of the finance industry</li><li>* People management theory and practical application</li></ul>
<b>Skills and Abilities</b>	<ul style="list-style-type: none"><li>* Persuading and influencing skills</li><li>* Leadership, motivation and delegation skills</li><li>* Presentation skills</li><li>* Excellent communication skills</li><li>* Decision making</li><li>* Strong project management skills</li><li>* Ability to manage conflicting and demanding deadlines</li><li>* Building and creating a sense of team spirit and loyalty</li><li>* Handling conflict/differences</li></ul>
<b>Personal qualities</b>	<ul style="list-style-type: none"><li>* Integrity</li><li>* Inspires client and team confidence</li><li>* Adaptable and versatile</li><li>* Discrete and tactful</li><li>* Emotional resilience</li><li>* 'Can do' attitude</li><li>* Role model</li></ul>
<b>Motivation</b>	<ul style="list-style-type: none"><li>* Strong commitment to client service excellence</li><li>* Proactive and disciplined approach to work</li><li>* Progressive and takes responsibility for development of self and others</li><li>* Results driven</li></ul>



## Making a difference

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- To actively monitor and identify opportunities, new methods and trends in IT capabilities and products in order to help drive forward the organisation. To clearly articulate and formally report their benefits.
- To maintain awareness of opportunities provided by new technology in order to address challenges or to enable new ways of working. Within own sphere of influence, work to further organisational goals, through the use of emerging technologies and products. Contribute to briefings and presentations about their relevance and potential value to the organisation.
- To contribute to the creation and review of a systems capability strategy which meets the strategic requirements of the business. Develop models and plans to drive forward the strategy, taking advantage of opportunities to improve business performance. Take responsibility for investigative work to determine requirements and specify effective business processes, through improvements in information systems, data management, practices, procedures, organisation and equipment.

