

CENEX

JOB DESCRIPTION

DETAILS

Title of Post:	Hands-on IT Support Manager
Perm/temp/contract:	Permanent
Location:	Loughborough
Salary:	£25,000 - £30,000 PA dependent on experience
Closing date for applications:	29 th August 2022 or sooner depending on the number of applications

Background

The UK Government's Net Zero Strategy sets out how it intends to halve UK emissions in little over a decade, and to eliminate them by 2050. This ambition is a major challenge, requiring innovation and collaboration to help us achieve it together.

Would you like to be part of solving these environmental challenges and help the UK achieve its Net Zero ambition? If so, now is the time to join Cenex. We are looking for a talented IT support manager who is able to set our long term priorities and processes around IT, as well as being happy 'getting their hands dirty' with more practical IT support such as setting up laptops for new staff.

About Cenex

Cenex is a well-established, highly influential research and consultancy business. Though we are a small organisation, we are one of the leading voices in the UK for the low and zero emission transport industry. We specialise in helping public and private sector organisations evaluate and deliver low emission vehicle and associated infrastructure strategies to enable them to achieve their own emission reduction targets. We are an independent, not-for-profit organisation, focusing on providing our clients with targeted advice and support that can make an immediate impact across their business. So, if you want to make an impact and know more about us and the work that we carry out, including client case studies, please visit our website at www.cenex.co.uk.

The Role

As our only in-house dedicated IT employee, you will be the key contact point for our staff as well as our outsourced IT managed services, working with them to keep our IT systems performing and developing proposals for how they can be improved. Overall, your aim will be to help our staff to have an excellent IT experience!

This role, reporting to the Financial Controller, will involve activities such as:

- Contract management of our outsourced IT managed services provider
- Management of existing software solutions not supported by our managed IT service provider, including file system management
- Reviewing and updating our IT policies and procedures to ensure the security of our IT equipment and compliance with relevant industry and other standards
- Asset planning and management; including purchasing and setting up new equipment

- Supporting staff with diagnosing, troubleshooting and resolving software and hardware issues
- Working with colleagues to identify new software and tools to help improve our business processes
- Testing, development and trialling of new hardware and software solutions before full scale deployment

The successful candidate will also have the opportunity to get involved in wider business activities, such as:

- Business transformation and development of improved finance and management systems
- Development and management of online tools and websites for projects and customers
- Database and big data activities
- IT support for events and marketing

We are looking for someone who can make an immediate contribution, possessing the following attributes:

Essential:

- Education to NVQ Level 3 or equivalent in a relevant subject
- Hands on attitude and adaptable to any and all IT issues that can arise within an office
- Experience managing external service providers
- Experience of supporting people working remotely
- Experience of security standards such as Cyber Essentials Plus
- Excellent interpersonal skills to work with colleagues
- Excellent skills in using the suite of Office 365 products
- Experience with corporate endpoint setups (Windows and Android) and management of endpoints
- Planning and management of corporate IT assets and standard corporate IT software

Desirable:

- Experience of being the main IT support person in an organisation
- At least 3 years of relevant industry experience
- A degree or further education qualification in Computer Science
- Experience in developing management solutions using Microsoft PowerBI/PowerApps
- Competent in the use of any of the following: VBA, MATLAB, Python, R, SQL, or GIS
- Demonstrable interest in the challenges of achieving Net Zero
- Experience of identifying and introducing new software and tools into an organisation
- Understanding of Mobile Device Management (MDM) solutions and corporate Active Directory (AD) solutions, like Microsoft Azure AD
- Experience in corporate file system management, both cloud and on-premise

Working at Cenex

We provide an exciting and rewarding place of work, providing the opportunity to make a real difference in the world by working with an exceptional team of talented, dedicated, and supportive individuals who are committed to reducing the environmental impact of transport.



In addition to a competitive salary plus significant benefits such as flexible working hours, hybrid working policy, generous holiday entitlement (27 days plus statutory), stakeholder pension scheme (7.5% employer contribution) and electric vehicle/e-bike salary sacrifice scheme, you will have a fantastic opportunity to develop your career with us as we grow and expand, and a personalised approach to your learning and development.

If you feel you can combine your expertise in this field with the fantastic career opportunity Cenex provides, please apply now!

To apply, send your CV **and covering letter** to jobs@cenex.co.uk