

IT Team Manager

Curtis Banks are looking for an IT Team Manager to join our IT & Change Department within our Bristol office in order to provide IT support to users throughout the company.

As an IT Team Manager you will be responsible for providing management, oversight, planning and documentation of the IT services and IT Support functions to meet business strategy and needs, primarily focussed on the Bristol office/systems location. You will also be responsible for oversight of third party supply of services in relation to IT infrastructure.

The position and duties will include;

- Manage the local IT function in line with appropriate policies and procedures to maximise the performance of the area. Ensure that team members are motivated, trained and developed to meet the quality and service requirements of the IT function
- Lead the planning, documentation, support and assist in the deployment of new and enhancements to existing technical solutions; ensure that delivered solutions are fit for purpose, are documented in accordance with agreed guidelines, are acceptable to stakeholders and assist in achieving its business objectives
- Assist in the lead of technical response to crisis and disaster situations, which may involve complex technical hardware or software problems
- Support the Group Head of IT in planning systems capacity, changes and ongoing effective running of IT solutions; ensure that appropriate data is obtained and validated from internal and external sources to provide a fully informed assessment of systems function, security, capacity and performance over the timeframe defined by current plans
- Undertake technical research and analysis on changes to systems as directed by the Group Head of IT in order to determine feasibility, cost, time required and compatibility with installed systems
- Implement and enforce policies, procedures and standards within and around the IT function (including TCF, SLAs and security policies) in line with legal, regulatory and best practice requirements
- Instil a culture of continuous improvement for the delivery of IT services
- Ensure that service delivery is monitored and managed effectively and that identified actions to maintain or improve levels of service and data integrity are implemented.
- Ensure that the team is resourced with the skills and capability required to meet current and longer term business objectives and planned service delivery.
- Liaise and co-ordinate service delivery with the IT Systems Manager to assist the Group Head of IT in aligning service delivery consistently across the Curtis Banks Group

Person Specification:

The candidate must demonstrate a broad understanding of the UK pensions market and the rules that surround Personal Pensions. Proven management skills at an operational level would be beneficial. You should possess excellent knowledge of relevant technologies and clear understanding of the concepts of IT security and their implementation as well as ability to collect, compile and analyse data from multiple complex sources to assist in resolving issues and the reliable running of IT systems.

The candidate should have good interpersonal communication skills and should have the passion for excellence and ability to drive performance and motivate colleagues.

A full job description is available on request.



This is a full time vacancy

Office hours are: 9.00am - 5.30pm Monday to Thursday & 9.00am - 5.00pm Friday (37 hours)

Start date: Immediately

Duration: Permanent

Location: Bristol

All candidates will be asked to confirm their eligibility to work in the UK at interview stage and to provide evidence of it on appointment. Please note that successful candidates will be subject to a criminal records and personal credit check.

How to apply: Please send your CV, along with a brief covering email to – recruit@curtisbanks.co.uk