Company Description
Squire & Partners is an architecture and design practice with experience spanning four decades, earning it an international reputation for architecture informed by the history and culture of where it is placed. Its award-winning portfolio, for some of the world's leading developers includes masterplans, workspace, retrofit, residential, hotels, retail, education and public buildings. In addition, the practice has a series of dedicated departments for modelmaking, computer generated imaging, illustration, graphics and an established interior design department, which has created a number of bespoke product ranges.

Role Description
This is a full-time role as the IT Department Director, on-site at the practice's award-winning offices, The Department Store in Brixton. The IT Department Director will take primary responsibility and directly control effective collaboration between Information Technology and the rest of the business.

The IT Department Director will:
- Establish and mantain stable and well-functioning IT environment.
- Manage and support end users on-site and remotely.
- Manage projects and change systems.
- Manage the IT budget.
- Design, develop and maintain a robust Information and Technology strategy that covers infrastructure, support, digital design, business, information, and knowledge systems as well as the overriding governance model.
- Develop strong relationships across organisational boundaries.
- Ensure business systems are reliable, resilient, and secure.
- Use negotiation and influencing skills with internal and external partners for procurement, achieve best value consumables.
- Have a firm understanding of current digital technologies including e-learning, audio visual and video conferencing tools.
- Maintain a cyber security framework on desktops, servers and at mobile level.
- Maintain GDPR compliance and keep up to date with industry and technological changes, investigate new systems, techniques, and ways of working and support GDPR compliance and conform to good practice cyber security standards.
- Manage upgrades, ensure the practice is appropriately licensed to all legal and statutory requirements.
- Manage contracts and licences for all IT and BIM software.
- Install, configure, test, and maintain hardware, software and peripherals, general hardware support.
- Create project plans, identify resource needs, perform quality reviews, escalate and manage timelines.
- Explain technical issues to non-specialists, write clear technical reports and other formal documentation for solution deployments.
- Conduct workshops, establish Information and Technology communication and training strategy.
- Deal with support tickets as escalated. Raise, process, resolve and escalate to external parties as required.

Supporting the management of the practice
- Develop information systems and knowledge management strategies that support the continuous improvement objectives of the practice. Building on the principals of a single source of truth and good practice methods that should be aligned in the natural compliancy of quality management processes.
- Support the Senior Management with business analysis on IT performance and budgets.
- Work together as a member of the Management Team to help promote effectiveness and efficiency across all aspects of the business.
- Contribute to the strategic development and running of the practice with a clear understanding of its business needs, actively developing and reinforcing practice policies and procedures.
- Ensure that you consult with colleagues on all strategic matters to ensure an appropriate, consistent, and coordinated approach, keep practice leadership well informed and engaged with the IT programme and its priorities.

- Be approachable and well organised, offer clear guidance and direction to the management team and work as an effective team member within the business operations team.

Qualifications

- Bachelor's or master's degree in computer science, information technology, or related field.
- Extensive experience as an IT Manager or similar role.
- Familiarity with project management software and network environments.
- Experience in managing and implementing successful IT projects and systems in a multi-departmental organisation.
- Expertise in managing cybersecurity.
- Excellent leadership, communication, and organisation skills.

Qualities/Skills

- A willingness to 'get stuck in' personally, to whatever task needs doing rather than expecting to delegate issues.
- A team player who enjoys interacting with the frontline staff and looks to build constructive relationships across the business judgement and decision making.
- A desire to drive continuous improvement.
- Ability to put forward and implement practical solutions and new ideas.
- Ability to maintain a strategic overview.
- An ability to manage with a 360-degree vision, managing up, supporting peers and mentoring others' communication skills.
- Ability to supervise, enthuse and encourage junior staff and contractors who report to you, and provide clear instructions when supervising and training.

Applying

Squire & Partners is committed to being an equal opportunity employer and strives to always ensure equality of opportunity and the fair treatment of its staff, supporting diversity and inclusivity. It is the practice's policy to treat all job applicants and employees equally.
Salary for this role is dependent on experience.

Please send your CV and covering letter to: recruitment@squireandpartners.com