Upmo
support and opportunity

Job Title:	Digital Support Manager	Location:	Edinburgh
Department:	Development		
Reports to:	Head of Development		

Organisation Overview

Upward Mobility is a registered Scottish charity working in Edinburgh and the Lothians providing innovative, educational workshops and personalised support for people with learning and other complex disabilities.

Our goal is to promote the self-confidence and social welfare of our students through assistance to engage with meaningful and progressive educational activities, aiding their development of practical, social and life skills and their ability and confidence to participate more fully in society.

JOB PURPOSE:	The Digital Support Manager (DSM) is responsible for the management of the organisations Information Technology equipment, systems and the interface with the nominated IT partner Academia. The DSM will be the contact point for third party platforms such as Salesforce, People Planner, Xero, Apple School Management, Cisco Meraki etc to ensure a secure continuity and optimisation of the digital infrastructure. The post is also responsible for the management of all network connections in respect of all cloud-based services and the selected external help desk support to minimise interruptions of organisational connectivity in line with the organisation's charitable status, mission and values. This role is part of the Development team and will report directly to the Head of Development and work closely alongside other Development team members and members of the Operations and Corporate Services teams to introduce new policies to future proof the organisation and meet Upmo's organisational action plans.

KEY RESPONSIBILITIES:	Management of Information Communications Technology systems: • Assist the Senior Management Team in developing and maintaining an overview of the ICT infrastructure across all three functions to meet the organisational needs • Review software and hardware innovations to ensure the organisation continues to use technology to deliver engaging and dynamic student experiences • Ensure the appropriateness of the ICT equipment available to students that enables individuals to engage fully with the Curriculum programme • Review and manage the ICT equipment supplied to staff to ensure access to network services and software packages including Microsoft 365, Xero and other specialist applications as required • Ensure that all software used across the organisation is licensed and that a formal license register is maintained including key renewal dates • Prepare quarterly reviews of ICT equipment and infrastructure along with purchasing recommendations for submission to Senior Management Team to maintain organisational effectiveness • Prepare annual audit of ICT Equipment and Infrastructure to inform the budgeting and prioritisation of renewals and upgrading for the operational year from November each year • Review and advise on renewal of contracts in respect of all ICT equipment, infrastructure and support services provided by third party service providers • Ensure procurement best practice is followed to provide value for money and secure ordering procedures • Lead on future IT transformation/change projects including new integrations. Maintenance of key external relationships: • Act as the Salesforce Administrator to ensure the interface with this key provider is maintained and the organisation maximises the operational efficiencies of using Client Relationship Management systems • Act as key contact with Academia, the nominated IT partner, to ensure digital security and network support services are under constant review and continue to meet organisational needs • Provide support to all staff in respect of software packages being used across the organisation including Xero, People Planner and other applications as appropriate • Support the Communications Officer in ensuring interface with Social Media and Web presence is appropriate and in line with the organisational values.

GENERAL RESPONSIBILITIES:	• Provide professional support and guidance as and when required • Identify staff IT training & development needs • Effectively address any IT issues raised by staff • Communicate regularly and effectively with team members and the wider Upmo team • Contribute to a clear focus on driving improvements in quality, impact and performance.
EXPERIENCE:	Will ideally have held a similar ICT system management role, although not necessarily in the Care Sector, however will be able to demonstrate IT management experience within a business environment. Must have practical experience across all areas of information technology and communications including cloud-based storage, networks, software applications and the interface with third party providers. A belief in inclusion, fairness and equality evidenced through work practice or personal experience. A desire to ensure people are at the heart of decision making and an ability to balance this with the needs of Upmo. Commitment to the principles and practices of continuous improvement.
SKILLS:	Excellent organisational skills and an ability to effectively problem solve within a ICT environment. Must be self-motivated, able to work on own initiative, prioritise workload, multi-task, meet deadlines and be able to work under pressure. Will have excellent communication skills (written and verbal) and be able to communicate effectively with all stakeholders.
QUALIFICATIONS:	Will be professionally qualified in an ICT discipline and have as a minimum considerable level of practical experience within a comparable technology role.
GENERAL INFORMATION:	Expectation for all staff to work in accordance with the ethos of the organisation, and to follow current policies and procedures. This role description is not exhaustive and is a reflection of current requirements. The employee is expected to view it as a guide rather than an exact description of duties and responsibilities. It may be subject to variation from time to time in accordance with the evolving organisational requirements.

Job Holder's Signature Dated:	
Manager's Signature: Dated:	