



IT MANAGER

Full-time, United Kingdom, London

Department	Employment Type	Minimum Experience
IT	Full-Time	Experienced

Our IT department is looking for IT Manager

The role is to provide support in all areas relating to Information Technology for the church, delivering and managing a scalable modern-day IT environment providing exceptional support, applications, tools, and infrastructure. Responsibilities include ensuring the provision of end-to-end governance and compliance via standards, communication processes and structure for effective technology decision making. In addition, you will be supporting our annual events/conferences to ensure it is successful.

IT Department Management

- Lead the IT team, ensuring that systems, services, infrastructure, and processes work in a scalable, reliable, and secure manner.
- Responsible for the IT strategy, budgets, forecasting and capacity planning
- Drive exceptional customer service and effective incident management.
- Ensure high levels of governance and documentation are in place, including areas such as Policies/Procedures, Change Management and Disaster Recovery.
- Maintain various system licences, warranties, and support agreements.
- Maintain and share IT documentation, including asset inventory, network topology and IT/business training material.
- Work with all departments to ensure they are sufficiently and appropriate equipped with IT resources and that there is consistent maintenance and management.
- Plan, develop, deploy, test, and optimise network and system services, taking responsibility for configuration management and overall operational readiness per company standards.

Projects and Supplier Management

- Deliver projects effectively through collaboration and strong communication.
- Identify IT strategies needs and lead implementation and cross department involvement.
- Manage new and existing MSP and 3rd party IT suppliers, building in mechanisms for service review and cost measurement.
- Manage outsourcing relationship delivering key IT services

Data Security

- Data protection - working in collaboration with legal and risk to ensure adherence to GDPR and data protection policies.
- Creating IT security policies
- Implement 10 Steps to Cyber security by NCSC (Risk Management, Asset Management, Vulnerability Management, Identity and Access Management, Incident Management. Architecture and Configuration, Data Security, Supply chain security)

Events and Conferences

- Responsible for the planning of all elements (Networking, PoS, Ticketing) working through staff/Key volunteers and contractor to ensure we have the correct kit to carry the event.
- Engaging appropriate external resource to manage delivery of IT elements at events.



IT MANAGER

Full -time, United Kingdom, London

Department	Employment Type	Minimum Experience
IT	Full- Time	Experienced

Qualifications & Experience:

- Bachelor's degree in technology or computer science.
- Experience in a similar environment of an internal IT department, managing diverse stakeholders
- Preferred 3 years experience in supervisory role
- Proficient in a wide range of IT disciplines.
- Microsoft Certified
- Mobile Device Management (MDM) implementation experience (desirable)
- Experience supporting Media, Creative or Digital businesses is advantageous
- Selection and deployment of desktop management tools such as endpoint protection (Mac and Windows) and the automation of processes for desktop provisioning, workflows, reporting etc.
- Experience with GDPR policies and compliance
- Network related certification is a plus

Skills and knowledge:

- Good business knowledge or ability to understand new concepts and thought processes
- Excellent communication skills; reporting, collaboration and presenting.
- Team leadership, workload prioritisation and decision-making in a dynamic environment. Ability to use data to drive continuous improvement.

Experience in the following:

- Windows 10, Windows Server, Mac OS X, Group Policy, DNS
- Okta
- Microsoft 365, SharePoint Online, Power Apps, Azure AD
- Active Directory, Azure, Exchange
- Data Centre, WAN, LAN, Wi-Fi and VPN networking and hardware
- Ruckus Cloud, Synology storage
- Tenable IO, Mimecast
- Zoom (Rooms and Phone)



IT MANAGER

Full-time, United Kingdom, London

Department
IT

Employment Type
Full-Time

Minimum Experience
Experienced

Why work for Hillsong Church?

We work in a dynamic, growing, Christ-centred environment that is influencing the world.

We're always looking for people to join our team! We have a range of exciting employment opportunities spanning various occupations, capabilities, and skill levels. Turn your passion for God into a career that builds the local and global church.

Employees at Hillsong are offered some great benefits including:

- 28 Days Annual Leave including bank holidays PLUS additional leave for office closure on the days between Christmas and New Year
- Enhanced Company Maternity leave
- Employer Pension Contribution
- Flexible working including hybrid working from home where possible
- Annual staff retreat at offsite location
- In-house learning and development with access to resources via online platform for enhancing personal and professional skills
- Opportunity to apply for financial and leave support for external study programs and qualifications
- Access to Employee Assistance Programs, including health, wellbeing, and other support available. Specialist wellbeing resources and support available.
- Health Intervention program offering opportunity to be referred to professional health services.
- Interest free Season Ticket and Bike2Work loans

If this sounds like you, we would love for you to apply today!