

Unit 3
Stourton Link
Intermezzo Drive
Leeds
LS10 1DF
Tel:
+44 (0) 113 270 4841
Email:
hr@steepergroup.com

www.steepergroup.com

Vacancy

IT Project and Support Team Lead

Steeper Group is a privately-owned business that was formed almost 100 years ago. Since then we have expanded across prosthetics, orthotics and assistive technology – with a focus on creating significant turning points in individuals' lives through exceptional clinical services and award-winning products.

We are a true leader in our market. From humble beginnings, we have grown to become one of the UK's largest suppliers of Orthotic, Prosthetic and Assistive Technology products. Uniquely, we combine age-old craft skills with the latest innovations in manufacturing and materials.

Steeper's vision is to create life's turning points, together. We aim to do this with innovative prosthetic, orthotic and assistive technology products and services.

We have an exciting opportunity for an IT Project and Support Team Lead, working on the delivery of IT projects with the IT (Systems & Support) department as well as assisting in the management of the Support team.

Duties/ Responsibilities:

In this role, you will:

- Undertake projects as defined by the IT Manager or Head of IT
- Lead the Support team by Mentoring, Supporting and Motivating staff to create high functioning, cross-trained team, and Identifying skill shortages and facilitating appropriate training to staff.
- Take responsibility for the Implementation and management of IT infrastructure.
- Optimise and maintain IT infrastructure and equipment.
- Identify requirements and work with key stakeholders in the provision of additional infrastructure and equipment.
- Provide advice and initiatives in line with IT & Business Strategies.
- Take responsibility for Implementation and management of Computer Systems.
- Optimise and maintain Computer Systems.
- Identify requirements and work with key stakeholders in the development of computer systems, business intelligence and reporting.
- Provide advice and initiatives in line with IT & Business Strategies.
- Implement and manage Data Security and Quality Standards Compliance within the Support team.
- Maintain Quality KPI's.
- Identify and forecast trends to prevent issues and reduce costs.
- Ensure Infrastructure, Data and System Security is always maintained
 - Access control
 - Device and Software security
 - Anti-Virus and Anti Malware
 - Patch Management
 - Firewall maintenance
 - Backup and Restore
 - Business Continuity

The below skills would be beneficial to the role.

- Previous experience of a team leader / supervisory role within a commercial IT Support function
- Excellent decision making & problem-solving skills combined with significant attention to detail and accuracy

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- Working knowledge of Microsoft Operating Systems (Desktop & Server)
- Detailed knowledge of Active Directory, Server & Desktop management
- Strong knowledge of hardware including User Devices, Printers and Factory Systems
- Working knowledge of virtualisation platforms (Hyper-V, VMWare)
- Experience of cloud-based backup solutions (e.g. VEEAM)
- Experience of working on 1st and 2nd Line IT Support Helpdesk or in a complex less formal department structure.
- Good understanding of controlling and management of IT Assets (including software & hardware)
- Exposure to a formalised project management regime (e.g. Prince2)
- Proven ability to lead, motivate and develop a technical team together with experience of coaching and mentoring team members
- Fantastic communication skills & the ability to establish strong, positive relationships with colleagues at all levels.
- Ability to organise own and team workload to business priorities and under pressure
- Previous experience of implementing new process and process improvement
- Flexible to working hours, weekend working and out of hours' escalation point.

With the following skills desirable

- Experience working with or within the NHS or other patient centric organisations
- Involvement with establishing/maintaining data protection/security standards
- Evidence of CPD, formal and/or informal

If you feel you have the necessary attributes to be considered for the above position, to apply, please complete an application form or submit your CV. Application forms can be obtained by emailing the HR team on (hr@steepergroup.com). Alternatively visit www.steepergroup.com/careers and download an application form from the website.

Due to the high volume of applications we anticipate we will receive for this role, in the event you have not heard from us within 14 days, we regret to inform you that you have been unsuccessful in your application.

Strictly no agencies.

The closing date for applications is 30th November 2020



Steeper is committed to valuing diversity and treating everyone who works for or wishes to work for us fairly. We will treat everyone with the same attention, courtesy and respect, regardless of age, impairment, ethnic origin, nationality, religion or belief, social class, sex, sexual orientation, gender reassignment, marital or civil partnership status, responsibility for dependents, pregnancy and maternity or trade union activity. Steeper is committed to act positively towards disabled people and we actively welcome applications from disabled people.