



WCMC

**AD1434 IT Infrastructure Manager
Digital Transformation
Application Pack**



ABOUT WCMC

WCMC is a UK-based registered charity that operates in seamless collaboration with the UN Environment Programme World Conservation Monitoring Centre (UNEP-WCMC).

UNEP-WCMC is a specialist Centre on biodiversity, and nature's contributions to society and the economy. The Centre is confronting the global crisis facing nature through its unique position in ensuring science, knowledge and insights shape global and national policy, and by working with partners around the world to build capacity and create innovative solutions to environmental challenges. The Centre uses its position as a respected custodian of powerful and trusted environmental data to create positive impact for people and nature.

"We are in a make or break decade for nature with WCMC set to play a pivotal role in ensuring humanity finally begins to reverse the catastrophic loss of biodiversity globally."

Jonny Hughes, WCMC CEO



Thank you for your interest in the role of IT Infrastructure Manager

We are seeking a talented and enthusiastic IT Infrastructure Manager to join the team here at WCMC. They will have expertise in the management and maintenance of on-premise server hardware and software, and also be able to engage in the maintenance and care of our Microsoft 365 cloud infrastructure. They will have a strategic mindset, with a keen interest in optimising and simplifying infrastructure in line with the goals of the centre. They will be able to effectively communicate complex technical requirements in an accessible way to centre staff, and produce documentation on our IT Infrastructure for an audience of varying technical skill. They will be capable of helping to coordinate our 3rd party contracted 1st line team as required to ensure the IT function is providing the best service to its staff.

They will have an amicable manner when communicating with staff and suppliers, and have good interpersonal skills to ensure the IT function is able to work with the rest of the organisation effectively.

ABOUT THE TEAM

Digital Transformation is a close-knit team of data scientists, developers, designers, user researchers, product and project managers, and development and operations specialists, supported by our team leads and administrators. We work in a collaborative and increasingly agile way internally and with other teams at WCMC to innovate and maintain outcome-oriented digital products for addressing the global nature crisis. The platforms we develop - IBAT, ENCORE, Species+, Ocean+, Protected Planet, and UN Biodiversity Lab, to name a few – are instrumental in supporting decision-makers to access the knowledge they need to generate large-scale change.



ABOUT THE ROLE

Job Description

Main Purpose of the job

Reporting to the IT Manager, you will support the implementation, monitoring and maintenance of core IT infrastructure including on-premises servers, staff hardware and software and on-premises Active Directory to ensure continual service. You will identify and rectify problems within the IT infrastructure and work alongside the IT manager to implement best practice in line with Cyber Essentials certification. You have a good understanding of infrastructure management and ITIL best practice and will facilitate smooth delivery of IT services to staff. You will provide a friendly and professional support service to staff on a day-to-day basis and acts as point of escalation from first line support.

Key Areas of Responsibility

IT Infrastructure maintenance and monitoring

- Implement and monitor core IT infrastructure and server reporting, ensuring any faults are rectified swiftly for effective service delivery
- Work with hardware providers when necessary for swift resolution of issues
- Review the security and reliability of IT Infrastructure and work with IT Manager to implement improvements to enhance delivery
- Ensure compliance with all software licensing and maintaining a centralised software log
- Ensure IT equipment and software is updated regularly in compliance with cybersecurity requirements

Administration of services

- Administer a range of services in support of the delivery of our projects and products, including:
- Active Directory and Azure Active Directory
- Distributed File System (DFS)
- ESET Antivirus
- InTune
- Remote Desktop Server (RDS) Farm
- Synology
- VMWare
- Windows Server
- Office 365 and other essential office services such as Xerox and Papercut
- You will support the rollout of services and software to help achieve Cyber Essentials Certification.

Administration

- Support procurement of IT Hardware and Software through raising and sending purchase orders
- Arrange delivery of hardware to staff when needed
- Assist in monitoring stock levels of hardware including laptops, monitors and mobile phones

Second line support

- As point of escalation from our externally delivered first line support, you will provide a friendly and effective second line support service to staff, ensuring problems are prioritised and remedied swiftly

Person Specification

Qualifications/Education

Essential:

- Computer Science or other relevant degree
- Technical qualifications in ICT equivalent to degree level

Desirable:

- Qualifications involving environmental science or GIS
- Knowledge of CyberEssentials certification requirements

Experience

Essential:

- Previous experience working in an IT Infrastructure Manager role or equivalent
- Administrative experience of Office 365 and SharePoint
- Experience in scoping and delivery of IT infrastructure projects
- Great problem resolutions skills and organisational management
- Experience producing policies and providing training to staff

Desirable:

- Experience of coordinating external contractors and support staff
- Experience of procurement process and budget management
- Experience preparing and maintaining documentation on infrastructure and procedures
- Experiencing managing IT Infrastructure for a hybrid working environment

Skills

- Strong IT skills, specifically in Office 365 and SharePoint
- Understanding of network infrastructure
- Strong fluency in written and oral English required
- Excellent communication and interpersonal skills and have strong organisational ability

Other Duties

Undertake other duties as appropriate to the grade and relevant to the needs that may be determined from time to time by the Line Manager.

Type of Person Required

With expertise in administrating IT needs in an SME or charity environment, the successful candidate will coordinate the Centre's digital business tools and office hardware. They will also take a role in implementing the Centre's strategy and policies to deliver impactful biodiversity information services to a global client base.

This person will support the Head of Operations and IT Manager in delivering on the Centre's IT needs, overseeing procurement and interfacing with external IT providers who provide our technical support. This role requires vision and insight into the ever-evolving technology landscape paired with strong organisational and administrative skills.

OUR OFFER

Job Title: IT Infrastructure Manager

Team: Digital Transformation

Reporting to: IT Manager

Job Reference: AD1434

Start date: ASAP

Salary: GBP £30,000 to GBP £37,000 per annum, depending on skills and experience

Contract: Permanent, Full-time

Location: The post holder will be expected to reside in the UK. We have a flexible hybrid working policy in place, for further details, please see below. We are usually able to offer visa sponsorship to the preferred applicant.

This is not a United Nations Post. This position is with the charity WCMC, working in collaboration with UNEP.

As a minimum we aim to match market rates for the conservation charity sector in Cambridge and invest a lot of effort to benchmark our salaries, ensuring that people are rewarded fairly for their role. To add to this, we offer some great benefits - here are the highlights:

- 12% non-contributory pension after 1-year of service (8% after three months).
- Annual cost of living increase and regular salary reviews.
- Good opportunities for progression and promotion around a fifth of staff gaining promotion annually.
- Flexible hybrid working policy which allows multiple combinations of home, office and remote working, including working from anywhere in the world for up to six weeks. The WCMC Flexible Working Policy is a pilot scheme, whereby employees are required to attend the Centre (office) in person for a minimum of 2 days a month. All employees MUST reside in the UK and live within a suitable distance of Cambridge to attend the office in line with the Flexible Hybrid Working Policy.
- Life assurance against death in service (4X annual salary).
- Company sick pay which increases with term of service.
- Generous annual holiday allowance of 25 days (FTE), increasing by one additional day each full calendar year worked up to 30 days.
- Scheme to buy or sell annual leave where staff can choose to 'buy' annual leave days or 'sell' unused leave.
- Generous maternity leave, shared parental leave and adoption leave policies that cover 18 weeks at 90% pay after a qualifying service period. Also four weeks paid paternity leave and one week paid grandparents leave.
- Unpaid sabbatical scheme which applies after at least 12 months continuous service with WCMC.
- Free parking at the Huntingdon Road office.
- Eye test costs covered and a contribution of £50 towards prescription glasses if your optician agrees that you need them for VDU use.
- Excellent training and development opportunities, designed for every career stage, with five days minimum training annually for every employee. This can be used flexibly for training courses, attending conferences, webinars or workshops, coaching and mentoring, shadowing or practicing skills or reading.
- Cycle to work Scheme which helps spread the cost of purchasing a new bike.
- Fantastic shared social space and kitchen facilities with free tea and fresh coffee.
- Employee assistance programme and bereavement line to offer help and advice to staff and their families on matters related to wellbeing, finances, relationships, family and more. This includes a number of free counselling sessions if they are needed.
- Brilliant social committee which organises regular fun events and social gatherings.
- Caring Staff Liaison Committee that listens and makes recommendations on continuously improving the working experience for staff.
- Focus on environmental sustainability kept in check by our Environment Committee.
- Free annual flu vaccine.
- Interest free study loans (subject to conditions).
- A diverse and inclusive workplace with over 40 nationalities represented on the staff.

Training

Our aim is to do our best for every person who works for us, so that they build their skills and knowledge over their career with us, and when they leave (some never do!) they are better placed to move onto the next stage of their career.

We have a comprehensive induction programme that spans the first 6 months including what's critical in the first week, first month, and then monthly afterwards.

- We encourage everyone to use 5 days for their own personal development each year;
- Standard training courses which include: management development; coaching culture; resilience; negotiation; pitching and closing a deal, for example.
- We also design our training and performance development reviews and organise bespoke training courses that meet the skill gaps in the organisation and fulfil the training needs of the people within it.
- Peer-to-peer learning from our community of experts, taking advantage of the breadth and depth of knowledge and experience across the organisation.
- Internal and external invited speakers, workshops and talks that anyone can join or initiate.

UNEP-WCMC Strategy

UNEP-WCMC delivers its strategy through four independent impact areas which are complemented by three cross cutting innovation areas.





The people

We have around 230 amazing people who make up our organisation. We are a really friendly bunch of professionals and do not think a single person has ever left the organisation without saying that it is the people that make the organisation fantastic and how much they will miss them when they leave. We truly do have world class scientists and professionals!



The culture

The WCMC culture is very supportive. There are lots of ups and downs in life, and we want to support our people through the difficult patches, so they can flourish again. We have a free employee assistance line that is available to all employees and their families and offers 6 remote counselling sessions and other advice services.

We have redesigned our kitchen and library to make a fantastic social space where you can have a quiet chat or a loud lunch with your colleagues! We have lots of outdoor space including a wildlife pond, which is a popular area for outdoor meetings and relaxation. We also have tea every Wednesday afternoon, with locally homemade cakes and catch up with everyone and everything that is going on at WCMC.

We are affiliated with Cambridge University, and have rooms in the David Attenborough Building that we can use when we wish. UNEP-WCMC is also a member of the Cambridge Conservation Initiative and we often collaborate with our CCI colleagues in our work.

WCMC attaches great importance to addressing safeguarding and ethical considerations in all activities carried out by its staff, including where partner organisations or individuals are part of the delivery of our work. This includes children and vulnerable adults in the community who may be vulnerable to abuse. WCMC acts with integrity, is transparent and expects applicants to share the same values.



Diversity

We really take our diversity seriously, as we operate globally and need to have the people perspectives within the organisation, to fully understand our clients and partners that we work with. Our aim following the introduction of the points based immigration system was to increase our diversity not only in our range of nationalities, but in all protected characteristics (age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex).

WCMC has a sponsorship licence and always take the best candidate for the role from a whole range of applicants and offer sponsorship to those that require it. We have people that have worked for us for more than 30 years, and our fantastic internships often attract the best and brightest graduates.

HOW TO APPLY

If you are looking for a rewarding and motivating post, we want to hear from you.

Please complete our [application form](#) and send it together with your [2 page CV](#) and a [short covering letter](#) through this [link](#).

We screen candidates based on skills and experience and not their personal details.

Please do not include a photograph on your CV, and note that any applications which include a photograph may be automatically rejected.

Closing date: 06th August 2023



WCMC

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