

## Job Description

<b>Role:</b>	Business Technology Manager (Interim)
<b>Team:</b>	Corporate
<b>Reports to:</b>	Corporate Services Director

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### Job Purpose

The Interim Business Technology Manager (BTM) is responsible for the management of ICT provision for Scottish Futures Trust. This includes management of SFT's corporate IT systems; governance of work stream IT applications; contract management of the ICT service provider; and development of a three-year ICT strategy.

### Location

Based in Edinburgh with some travel to attend meetings, conferences, etc.

### Dimensions

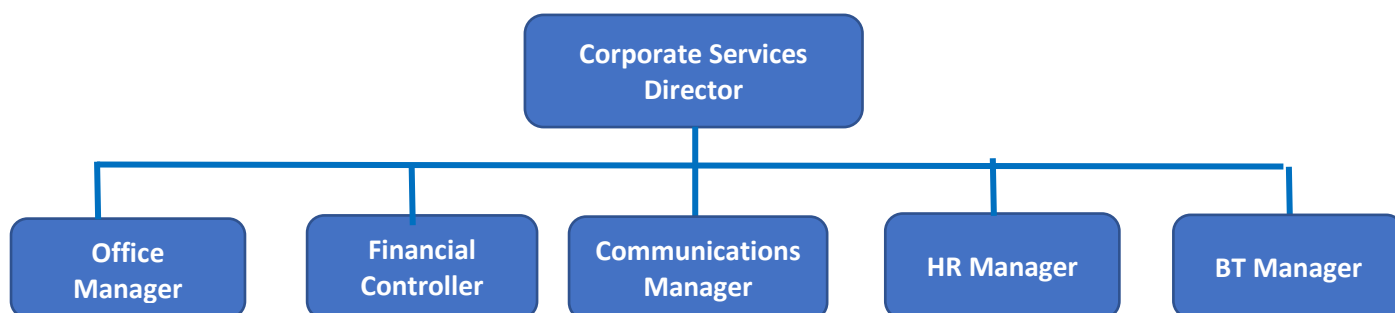
Responsible for the management of a budget in the region of (c£200k-£250k).

No direct reports.

### Principle Accountabilities

- Development of three-year ICT strategy, 2020-2023
- Manage the outsourced IT Service Provider
- Secure and effective operation of all corporate computer systems ensuring IT systems are running effectively at all times
- Ensure the ICT infrastructure adheres to established cyber security standards
- Manage relationships and contracts with external contractors ensuring services are of the highest standards;
- Manage hardware and software licences
- Management of budgets (c£200-250k) and approval of ICT costs;
- Manage cultural change in SFT relating to technology ensuring (i) employees understand reasons for change and how this will be managed; and (ii) can benefit from new technological developments;
- Planning, budgeting and reporting on projects to Corporate Services Director
- Develop governance processes for the management of bespoke work stream applications;
- Support the Corporate Services Director in re-procurement of the IT managed service
- Be an active member of the Corporate Services Management Team.
- Be an active member of the SharePoint enhancement project working team

## Organisational Chart



The Business Technology Manager reports into the Corporate Services Director. The role also works closely with the Office Manager. One member of the Business Administration Team provides IT hardware support – managing the asset register and providing on-site support where required.

### Contextual Information

SFT is an independent company in the public sector operating at arm's length from its owner, the Scottish Government. Its purpose is to improve value for money for infrastructure investment in Scotland. SFT has grown from less than ten staff at its inception in 2009 to over eighty staff now. Our employees are senior professionals, drawn from technical, commercial and finance backgrounds.

ICT services comprise:

- The corporate network and infrastructure (currently outsourced to an IT Managed Service Provider)
- The devices that are used to carry out SFT business (primarily Surface-Pro and Apple devices)
- The core applications that are used by SFT:
  - Office 365 (inc. Skype for Business, SharePoint Online, One Drive, Teams)
  - Microsoft Intune
  - Cascade HR system
  - Microsoft Business Central Financial Management System
  - Microsoft Office Tools (Excel, Word, PowerPoint, Visio, Project, One Note)
  - Harmon.ie
  - LifeSize Video Conferencing
  - Provision & support of hardware & software (inc. individual software requirements)
- Governance over various bespoke websites and databases

### Knowledge / Skills & Experience

- Experience of developing ICT strategy within a business
- Experience of managing ICT projects to facilitate business change and the implementation of that business change
- Contract Management experience based on ITIL framework
- Good communication and diplomacy skills with the ability to influence client relationships
- Able to express technical IT issues to non-technical colleagues
- Business Analysis skills
- Project management methodology

- Process improvement/change management
- Self-starter with a passion for delivering results while managing and resolving risks
- Public sector experience and experience of a small office environment is desirable
- Proven track record of working within a similar role

**Competencies**

- Drive for results
- Impact & influence
- Decision-making and judgement
- Working with others
- Enabling change