

IT Manager

White City, London

### **The Role:**

We are looking for an experienced and progressive IT Manager to oversee the IT team in a small but rapidly growing R&D company in the healthcare space. The IT Manager will manage the day-to-day operation for the IT department, providing leadership and support to a small IT Support Team whilst being responsible for developing and delivering the IT strategy for the business.

### **Role and Responsibilities**

You will assume management responsibility for assigned services and activities of the Information Technology Department which designs and administers company-wide information technology activities. You will define and then oversee the implementation of the requisite technology platforms as our company moves from feasibility through design, validation and ultimately product launch stages of our R&D effort.

- Oversee infrastructure architecture, development and governance
- Design and implement the appropriate network and data security infrastructure, and ensure regular system checks & audits to ensure operational integrity
- Running and sharing regular operation system reports with the management team
- Deliver server management, network and security management and messaging/collaboration platforms to meet SLA targets
- Ensure integrity and security of the DNAe network and server estate, in line with standards and policies
- Oversee (overhaul) processes for network and configuration documentation
- Identify and act on opportunities to improve and update software and systems in-line with the growth of the business
- Develop, implement, and maintain policies, procedures, and associated training plans for IT Infrastructure and support delivery
- Develop and implement best practice guides and training workshops for the organisation
- Providing leadership for IT team members
- Create development/training plans for staff to ensure internal capabilities meet the needs of the business as it grows
- Development of an overarching IT Strategy - determining timeframes and cost for major IT projects including system updates, upgrades, migrations and outages
- Managing and reporting on allocation of IT budget

- Design and development of data management solutions for large quantities of experimental and medical data between London and Carlsbad site in accordance with regulatory requirements.
- Deliver production IT services without disruption to business
- Understand internal customer needs then develop and maintain a range of IT service offerings to meet these needs
- Stakeholder & relationship management (3rd parties, MSPs, vendors such as Canonical, as well key DNAe teams e.g. research & Development, Engineering, Bioinformatics etc.

### **Qualifications, Experience & Skills Required:**

- Significant technical knowledge including Window and Linux servers, network and data infrastructure, and security a pre-requisite
- Leadership experience in a technical field is a must, as is experience in developing new processes as the business changes
- A background in Biotech/Life Sciences, or other complex R&D situations would be beneficial
- Track record of developing and implementing lasting IT solutions with a strong customer focus
- Demonstrated ability of both leading and developing a technically competent and customer focused IT team
- Demonstrated ability of managing and communicating business processes successfully
- Experience with solution design and development from business requirements analysis through to day to day management
- Exceptional experience of issue management and coordination, with the ability to make sound and logical judgments and decisions
- Implementation and management of secure solutions
- Strong executive presentation and communication skills - Ability to explain complex systems in simple terms
- Excellent influencing and problem resolution skills.
- Strong sense of Service for all internal customers, from providing Office IT solutions up to provide support to Scientific IT infrastructure (Linux servers)

### **Information Security and Data Protection related responsibilities**

- Bachelor's Degree in Computer Science, Information Technology or related field
- Adhere to and champion DNAe policies including Information Security, Data Protection, Acceptable Use as well as relevant supporting documents
- Ensure that procedures for Information Security and Data Handling are adhered to
- Ensure that Data is handled securely and in accordance with its classification
- Report any security breaches and/or incidents identified to the HR team



## **Desirable**

- Experience with working within with ITIL and ISO frameworks
- An ability to work to tight deadlines and within constraints
- Experience with Egnyte, VMWare, Hypervisor, IEC 62304, Ubuntu, Canonical, Open Stack
- Exposure to EN ISO/IEC 27000 Information technology — Security techniques
- Proven experience working in an international context
- Risk management experience with proven ability to effectively apply risk principles to challenging business situations

## **Location**

While our team is located in DNA Electronics headquarters, West London at White City, London, UK, you will strongly collaborate with other team members in San Diego, CA.

## **Apply**

If you believe you meet the above criteria and would relish playing a key role in developing a revolutionary technology, we would be delighted to hear from you.

We offer a competitive compensation package to successful candidates.

Please email your CV, making a note of your salary expectations and availability in the email to: [careers@dnae.com](mailto:careers@dnae.com) quoting the job title and your name in the subject line.

For more information about DNAe, please visit our website [www.dnae.com](http://www.dnae.com)