

## Job Description

**Job Title: Head of Systems & Development**

**Location: Head Office**

**Department: Technology**

**Position Reports To: Technology Director**

### Company Overview

Gigaclear is a fast growing, game changing builder and provider of pure fibre broadband services to residential customers and businesses in England. We have an ambition to make a significant difference to the broadband landscape in rural England and improve our customers lives through the provision of world class broadband services.

### Purpose of the job

The Head of Systems & Development leads Gigaclear's Systems & Development function, owning the longer term strategic vision on behalf of Gigaclear plc. You will have several direct reports covering Development, Infrastructure, Systems and IT Engineering functions.

You will be responsible for the delivery of software solutions, systems, infrastructure and Office IT working closely with other members of the Technology Leadership Team, for Gigaclear PLC, on behalf of both Gigaclear Networks and Gigaclear.

You will be a thought leader with a keen strategic vision whilst delivering across several key objectives.

### Key Accountability & Responsibilities

Reporting to the Technical Director, as the Head of Systems & Development you are accountable for:

- The Operation and Maintenance of Gigaclear's systems
- The delivery of Software development using both internal and external resource as required
- Delivering an Infrastructure service including automation, virtualisation, OS, Application and Database support
- Ensuring Gigaclear's systems remain safe and secure
- Providing a seamless Office IT experience
- The selection and management of key suppliers and partners
- The development of the Systems team, ensuring their success
- Working across a peer level of architects, business analysts, project managers, networks and technical operational teams, you will strive for continual improvement across the Technology team

## **Knowledge & Skills**

A solutions finder, self-motivated with a passion for providing operationally Systems. You are abreast of the latest technologies and can determine suitability of technologies choices.

Confident, concise with the ability to drive strategy and continual improvements.

You will want to engage with others, understanding how you can better improve and make their roles easier. You are curious about technology and how to get the best from people.

You are a clear communicator, happy to present at board level, building relationships with key internal stakeholders.

## **Essential**

- At least 3 years' experience of working across a multitude of OSS and BSS systems, ideally within a Telecommunications or Service Provider business
- Wide ranging technical knowledge, understanding data security and compliance requirements
- Experience working within a SDLC environment, using Agile methodologies where appropriate to deliver software components
- Excellent communication skills, able to present to users and senior management
- Technically proficient as a generalist and a solutions finder / facilitator, you will be comfortable engaging in meaningful dialogue across a number of system, network, infrastructure and security topics
- Technology agnostic, willing and able to explore suitable and scalable technologies for Gigaclear
- The ability and desire to both lead and mentor individuals within Gigaclear
- Supplier Management, Contract negotiation and financially astute
- Ability to influence business processes, working closely with others at a peer level to constantly improve across several delivery areas

## **Desirable**

- Experience using any formal project management methodologies
- Previous implementation of ISO27001 or similar
- ITIL certification / experience
- Degree level of education or equivalent experience

## **Our Values**

- We are effective and passionate in what we do
- We are speedy and responsive to colleagues and customers
- We are clear and open with all
- We deliver a transformational experience
- We are in a shared endeavour and will succeed together

*This job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to the duties which may be varied (after discussion), subject to the needs of the business and in keeping with the general profile of the role.*