



Job Description

Job Title:	IT Infrastructure Specialist
Reports to:	Head of Business Technology
Employee Responsibilities:	<p>As an IT Infrastructure Specialist focused on cybersecurity and compliance, you'll provide an important role in the business' IT ecosystem.</p> <p>Collaborating with external agencies, you implement security measures to safeguard our infrastructure, ensure compliance with industry regulations, and be responsible for all the business hardware.</p> <p>The role also provides support for all the business system processes.</p>
Main responsibilities <ul style="list-style-type: none">• Identifying and implementing solutions for enhancing system efficiency and effectiveness, encompassing multiple touch points, integrations, workflows and automation• Work closely with external partners to define and specify solutions, ensuring alignment with organisation objectives• Serve as a Mac Hardware expert, with a particular emphasis on equipment, cybersecurity, and regulatory compliance• Liaise with IT agencies to ensure cybersecurity compliance, work towards the latest accreditations, and staying abreast of the latest industry standards• Collaborate with data protection advisors to ensure compliance with GDPR and other relevant regulations• Assist in managing the company's IT application and system registry• Facilitate the setup and deployment of new equipment, adhering to established protocols• Oversee the device lifecycle and depreciation management, including end-of-life procedures• Coordinate data deletion requests and ensure timely action• Support device management and software updates, in alignment with cybersecurity best practices• Actively participate in creating, updating and maintaining up-to-date Standard Operating Procedures (SOPs) related to IT operations• Understand all aspects of the organisations' system workflows in order to provide secondary support to the Head of Business Technology as needed• Sourcing new hardware as required, ensuring compatibility with user needs and company standards• Educating internal stakeholders on cybersecurity best practices and policy changes	
Knowledge, skills and experience required: <ul style="list-style-type: none">• At least 2 years experience in a similar role• Able to demonstrate good coordination and future planning	



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- Experience of working with JAMF or similar systems
- Detailed knowledge Mac OS

Essential

- Hold a qualification in Information Technology or a related degree, or have experience of working within an IT field.
- Coaching and mentoring internal stakeholders
- Attention to detail
- Able to prioritise
- Data analytical skills
- Excellent communication skills

Desirable

- Experience of SQL
- Interest in sports and the outdoors
- Experience working within an e-commerce environment

Competencies:

- Positive 'can do' attitude
- Self and social awareness
- Adaptability with the ever changing market and trends
- Team and technical agility
- Time management
- Approachable and kind

Key Contacts:

Internal: Head of Business Technology, all departments within the business

External: Suppliers, agencies

Working arrangements:

Office based, however after initial induction and training to the company we would consider hybrid working with a minimum of two working days in the office per week.

Our office is based at dryrobe® HQ, Braunton, North Devon

Full-time; Monday to Thursday, 9am - 4:30pm and Friday, 8:30am - 3:30pm