



## CAREER OPPORTUNITIES

# Job Description: IT Manager

### WELCOME TO PCI PAL

PCI Pal is a growth company providing SaaS-based solutions that enable businesses to take secure and frictionless payments in their organization and to step confidently into a more digitally diverse future.

We enable contact centres around the world to deliver a payment experience that customers trust and allows them to use their payment method of choice, over any channel, in a highly secure and compliant way.

Our expertise and leading technology have made us the preferred secure payment solution for leading brands as well as being resold extensively across our market leading partner eco-system that includes many of the world's leading business communications vendors and payment providers.

### THE OPPORTUNITY

As IT Manager, your role will be dual focused - playing a pivotal role in optimising and supporting our internal and cloud-based IT infrastructure, and providing our global teams with first-class systems support by resolving any software/hardware issues efficiently.

### KEY RESPONSIBILITIES

- Providing efficient and professional first/second line IT support services for company systems, including but not limited to Microsoft 365, Dropbox, Atlassian, and Salesforce, as well as hardware including laptops, mobile devices, firewalls, networking hardware and other peripheral equipment.
- Ensure the security, efficiency, and scalability of IT infrastructure and operations across all territories (EMEA, US, Canada and ANZ).
- Work closely with the InfoSec team to support our security systems and awareness programmes, and to prevent breaches and maintain compliance with global security policies.
- Oversee the management of IT assets and inventory register, as well as controlling what employees are able to download/access on their devices.
- Source and manage IT suppliers to support you in your duties, owning and managing budgets and performance targets in line with company requirements.
- Use PCI Pal's internal change control process to ensure enhancements/updates are managed and communicated effectively.
- Propose and implement innovative, data-backed solutions to drive automation, efficiency and simplicity in IT processes.
- Sourcing IT equipment for new starters based in all territories, ensuring staff have the appropriate tools and systems access from day one.
- Manage the company mobile phone account, including ordering new devices and carrying out audits on existing usage.
- Ensure adequate back-up policies and plans are in place.
- Occasional out-of-hours troubleshooting.
- Carry out risk assessments relating to IT systems across the organisation.
- Provide expert advice and guidance on information security issues.
- Any other duties as required by the business, which may require working outside of standard UK hours when required.



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## WE WANT TO HEAR FROM YOU IF YOU HAVE:

- Microsoft 365 Administrator Expert or similar experience
- Strong knowledge of AWS, Azure or Cloud based technologies
- Experience working in a compliance environment (Cyber Essentials Plus/ SOC2 / ISO27001 / PCI DSS etc) would be advantageous
- A good understanding of IT security and its implications
- Working knowledge of Network, VPN and basic routing, and able to utilise troubleshooting tools such as Wireshark when required
- Experience of scoping and delivering IT projects to achieve cost savings, efficiencies and improvements
- Strong analytical/problem-solving skills
- Awareness of data protection, GDPR and US-EU Privacy Shield compliance would be advantageous
- Desire to continue learning, and share technical knowledge with both experts and a non-technical audiences
- A professional and courteous manner
- A flexible approach to your work schedule, and are able to provide support to a global customer base.

## IN RETURN WE OFFER:

- 25 days holiday, rising to 28 days per annum with length of service
- Medical, dental and optical insurance cover
- Birthday leave
- Work from home or hybrid options – you decide!
- An exciting and flexible working environment surrounded by friendly and committed co-workers
- UK: Electric Vehicle Scheme
- “Work from anywhere” 2 weeks per year policy
- Reward, benefits and wellbeing hub (offering support, discounts, cashback and savings)
- Training and development opportunities
- Ad-hoc team events, incentives and competitions

## TALK TO US:

If you have any questions or want to find out more, we'd love to hear from you.

Please contact the People Team [people@pcipal.com](mailto:people@pcipal.com)