



IT Systems and Infrastructure Manager

LOCATION: ST MINVER, CORNWALL | TYPE: FULL TIME

Ann's Cottage Surf are seeking an IT Systems and Infrastructure Manager to join our exciting and forward-thinking business as we embark the next stage of our Digital Transformation.

You will be joining at a very exciting time for the business as we are planning to implement a brand-new Merchandise Management, Warehouse Management, Order Fulfilment and EPOS system into the business.

You will initially be responsible for acting as a Project Manager/Technical Lead on implementing the new system, working closely with the operational teams to deliver the new core set of solutions to power our progress for the next 5-7 years. Reporting to company Directors, you will also be responsible for ensuring that all systems and infrastructure are running optimally.

You will manage the relationship with our local managed services company as well as the suppliers and supporting organisations for all our systems and manage the technology in our growing warehouse distribution and fulfilment operation as well as our retail stores based throughout Cornwall.

You also will coordinate, lead, and deliver with our managed services organisation our network infrastructure, computer equipment, barcode scanners, printers, and other data processing technology.

You will be responsible for troubleshooting hardware and software issues, both remotely and on-site. As a central member of the team, you will have an essential part in designing and rolling out of all technology initiatives company wide.

Working closely with the operational teams, you will manage a roadmap of continual and improved innovation of our systems and manage an annual budget to deliver against the company objectives.

Responsibilities & Duties

- Efficiently create reports and dashboards to support operational teams make key decisions.
- Install, documents, and tests software and hardware upgrades
- Supports multiple software and hardware systems throughout the organization
- Offers leadership, coaching, and training to improve IT skills throughout the organisation.
- Participates in planning and designing appropriate technologies to meet the evolving needs of the business
- Responsible for product development, database administration, and application support to support all users
- Manages all information systems policies and documentation including backup strategies, user training materials, network maps, and security policies
- Makes technology-related recommendations and decisions for hardware and software acquisition

Qualifications and Skills

- University degree in computer science, business administration, or related field
- Minimum 3 years of experience in a supervisory role in a similar organisation.
- Systems management, data security management and database management application experience
- Strong background with Microsoft Office, SQL databases, cloud and hosted application would be an advantage.
- Expertise in e-commerce, retail or wholesale management and warehouse systems would be an advantage.
- 2+ years of experience writing queries, reports, and dashboards
- 2+ years of experience providing desktop and application support
- Demonstrated ability to achieve individual and team goals

Please apply in writing with a full CV to jobs@annscottage.com