



GILSON GRAY

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IT Operations Manager

Department: IT

Location: Edinburgh

Contract type: Permanent, Full-time

About Gilson Gray

Gilson Gray's IT team is part of Gilson Gray's continually growing organisation. Gilson Gray LLP is a comprehensive law firm, offering expert legal, property and financial services. We support clients throughout their entire lifetime. The IT team have decades of collective experience and can advise on every IT related situation.

Based in Edinburgh, Glasgow, Aberdeen, Dundee, North Berwick, Lincoln, and London we focus on ensuring we provide the highest level of advice and on-going service to our clients. We are ambitious and have significantly grown the team over the course of the last year. We pride ourselves in looking after our clients personally and providing the utmost standard of service.

This role would be based in our Edinburgh office.

Our Team

We are an enthusiastic team that support each other in order to achieve a great working environment. We value each other's expertise and opinion and pride ourselves in offering an inclusive, enjoyable and motivating place to work.

The Role

We are looking to hire a highly driven IT Operations Manager to join our successful IT team in Edinburgh.

In this role, you'll oversee the day-to-day operations of our IT Team. You will manage and mentor a team of IT professionals, and ensure the smooth functioning of our IT infrastructure. Your expertise will help us maintain high standards of service to our internal and external clients, proactively manage system performance, and optimise our processes.

Objectives of the Role:

- Maintain essential IT infrastructure, including operating systems, security tools, applications, servers, email systems, laptops, desktops, software, and hardware.
- Handle business-critical IT tasks and system administration.
- Be aware of emerging technologies, hardware, and software to ensure the organization stays ahead in the industry.
- Track and maintain hardware and software inventory to ensure asset management and budget compliance.
- Assisting the Director of Information Technology in the delivery of IT projects and solutions within the business group.

As an IT Operations Manager at Gilson Gray you'll be responsible for:

- Analysing departmental needs, identifying vulnerabilities, and boosting productivity, efficiency, and accuracy to inform decision making.
- Ensuring network components work together seamlessly to meet business needs, utilising their full range of capabilities, and staying informed about new features and competitor solutions.



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- Continuously analysing processes, technologies, and vendors to find areas for improvement and implementing necessary changes.
 - Preparing cost–benefit analyses when upgrades are necessary, and monitoring vendors to ensure they’re offering the best possible service and value for business needs.
 - Troubleshooting issues and providing technical support when needed.
 - Developing and executing disaster recovery plans and maintaining data backups to ensure business continuity.
 - Overseeing IT department operations, including resource allocation, and staff management.
 - Ensuring compliance with relevant regulations and best practices in data security and IT management.
 - Collaborating with other departments to align with IT objectives with organisational goals.
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Required Knowledge and Experience

- Five or more years of experience in IT management
- Deep knowledge of IT systems (e.g., Microsoft Exchange, Active Directory, Office 365), current equipment and technologies, enterprise backup and recovery procedures, and systems performance monitoring
- Expertise in implementing, configuring, and testing IT solutions.
- Strong creative and analytical thinking
- Excellent team leadership and organisational skills
- Strong communication and interpersonal skills

Our ideal candidate would also

- Bachelor’s degree (or equivalent) in information technology, computer science, or a related field
- Professional certification (e.g., PMP, CISSP, ITIL)
- Experience with cloud computing and virtualisation technologies
- Familiarity with cybersecurity best practices and frameworks
- Knowledge of IT governance and compliance standards
- Experience of Legal or Professional services firm

Benefits

- A competitive salary with annual review and potential bonus award depending upon performance
- 32 days holiday a year (includes bank holidays)
- Birthday day off
- 3 x Death in Service benefits
- Membership of an occupational pension scheme
- Wellbeing initiatives and opportunity to access online Health Provider



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This is an exciting time to join us. Think this is for you?

Get in touch for a confidential chat about how you can become part of the team at recruitment@gilsongray.co.uk



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