Job Description

Title: IT Manager
Type: Permanent, Full Time
Start date: ASAP
Hours: 40 hours per week, flexible hours
Salary: Competitive, dependent on experience
Location: This role is 100% based at our new HQ in Aylesford, Kent

Who is Must Have Ideas?
Whilst still only young, we're one of the UK's fastest growing ecommerce brands, helping over 2 million customers 'discover something new' every year. One in ten homes in the UK now have one of our clever, problem-solving products and we're widely recognised as one of the leading ecommerce innovators of the past few years. Named by The Sunday Times as the 66th fastest growing company in the UK, we're a British success story and our incredible growth isn't stopping any time soon – and we'd love you to join us on this exciting journey!

The Team
You'll be working with a group of great people who think independently but collaborate as a strong team to deliver exceptional results. Career progression? Absolutely - there are plenty of opportunities to grow and develop, as our rapid growth continues.

We're fully office-based
We believe that we are at our best when we're together, and that's why our team fully works from our office from our swanky new base in Aylesford, Kent. Being together facilitates superior collaboration, encourages conversations, and sparks creativity. And there's some pretty sweet incentives to coming to the office, too, including free breakfast every day!

This Role
We're looking for a superstar IT Manager to lead our friendly, hands-on IT team and help shape the future of technology at Must Have Ideas!

You'll be responsible for keeping our 250+ users connected, secure and productive at our brand-new HQ in Aylesford, ensuring our IT infrastructure is reliable, efficient and ready to support our continued growth.

We're passionate about doing things properly, not just finding quick fixes. You'll have exceptional attention to detail, take pride in your work and always be looking for ways to improve, automate and future-proof our systems.

We're also on a mission to change how people see an IT department! You'll be friendly, approachable and genuinely enjoy helping people, creating an IT team that everyone loves working with.

And here's where things get really exciting! Our new state-of-the-art fulfilment centre is packed with cutting-edge automation, from conveyor systems and pick-to-light technology to right-size packaging machines and much more!

As part of this role, you'll also oversee the maintenance and performance of our warehouse automation equipment, leading our automation technicians and working closely with manufacturers to keep everything running smoothly. It's a fantastic opportunity to get involved with some seriously impressive technology that you wouldn't find in your typical IT Manager role!

Your responsibilities will include:

- Lead, support and develop our IT team, ensuring we deliver an exceptional experience for everyone across the business.
- Manage our day-to-day IT operations, ensuring issues are resolved efficiently and proactively preventing recurring problems.
- Maintain and continually improve our Microsoft 365 environment, including Entra ID, Intune, Exchange Online, Teams and SharePoint.
- Implement automated device deployments, configuration and management to ensure a consistent, secure and scalable IT environment.
- Oversee our IT infrastructure, including our Ubiquiti UniFi network, Wi-Fi, hardware and cloud-based services, ensuring everything performs at its best.
- Develop and implement cyber security best practices, ensuring our systems, users and data remain protected.
- Ensure our systems are properly documented, monitored, backed up and protected with effective disaster recovery procedures.
- Manage IT projects, suppliers and equipment procurement, always looking for opportunities to improve efficiency and reduce unnecessary costs.
- Oversee our warehouse automation equipment and machinery, ensuring effective preventative maintenance, fault resolution and continuous improvements to maximise uptime and reliability.
- Work closely with our IT Director to identify new technologies and improvements that will support the future growth of the business.

You'll excel in this role if you have the following skills & experience:

- Previous experience leading and developing an IT team, with strong people management skills and a genuine passion for helping others succeed.
- Excellent knowledge of Microsoft 365, particularly Intune, Entra ID and automated device deployments.
- Strong understanding of networking, IT infrastructure and cyber security best practices.
- You'll be a perfectionist with exceptional attention to detail, taking pride in doing things properly rather than simply getting them working.
- You'll be obsessed with improving systems and processes, always looking for opportunities to automate repetitive tasks and make things more efficient.
- Excellent communication skills, a friendly personality and a positive, can-do attitude. You'll be someone people genuinely enjoy working with!
- Self-motivated, organised and confident managing multiple priorities in a fast-paced environment.

- You'll love technology, enjoy solving complex problems and won't be afraid to get hands-on when needed.
- Ideally, you'll have experience administering Ubiquiti UniFi networking equipment, although this isn't essential.

What's it like to work here?
We know that our people are key to our success. That's why we strive to make MHI a great place to work – just ask our team. It's a friendly, welcoming and fun environment here. We've worked hard to create an amazing experience for our people because we know that workplace happiness goes way beyond just your salary. We're proud to offer one of the best packages of team perks in the area, including:

- Private healthcare
- Free breakfast every morning
- Paid sick leave
- Flexible hours
- Minimum of 25 days holiday per year as standard (plus more the longer you stay)
- Buy or sell holiday
- Generous paid maternity & paternity leave
- Your birthday off work every year
- Free electric vehicle charging
- Free car washing every month
- Regular team & charity fundraising events
- Free products from our range
- Generous staff discount on our range of products
- Free personal use of company vans
- Company pension
- Salary sacrifice schemes (cycle to work, electric car leasing)
- Season ticket loans
- Casual dress code
- Free and unlimited fruit, sweets, cold & hot drinks

What happens next?
If we think you could be a good fit, you'll be invited to come and see our new state-of-the-art facilities and for a more in-depth conversation. We may ask you to complete a small task to show us your skills and there may be a second interview stage, too.

This is an excellent opportunity to join us while the company is still young and to be part of our high-growth journey, with all the opportunities that brings.

Must Have Ideas Ltd is an equal opportunities employer and we're working hard to build a diverse and inclusive workforce.