



Role Description

Role Title: IT Manager
Department: Operations
Reports to: Head of People

About Pikl

Pikl is on a mission to enable the growth of digital marketplaces, starting with vacation rentals. We design and deliver insurance-enabled solutions that help platforms, property managers and owners unlock new revenue and deliver better customer experiences.

Founded in 2016, we began by protecting individual hosts and homeowners with specialist holiday-let cover. That experience now powers our insurance-enabled products, which increase participation, lift conversion and drive revenue across the marketplace value chain: platforms, homeowners and guests.

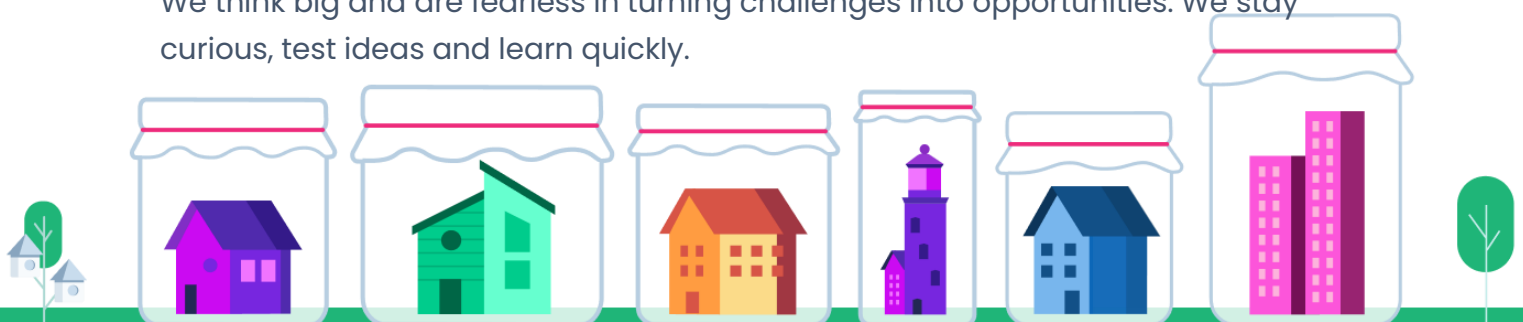
With offices in Norwich and London, and plans for international expansion, we work with some of the most recognised brands in travel as well as major insurance aggregators.

Our Values

At Pikl, our values are the foundation on which our success is built. They guide how we work together, how we make decisions for customers and colleagues, and what we recognise and reward.

Possibility

We think big and are fearless in turning challenges into opportunities. We stay curious, test ideas and learn quickly.



People

We put people first, building relationships rooted in empathy and trust. We respect, include, and learn from one another. We celebrate progress.

Progress

We unlock growth opportunities for our customers and each other yet make it our personal responsibility to own actions and see them through.

About the role

The IT Manager is responsible for the secure, reliable and efficient operation of Pikl's IT environment, supporting colleagues primarily in Norwich, London and working from home. This role sits at the intersection of IT operations and information security, combining hands-on support, infrastructure oversight and vendor management with accountability for delivering secure and well-governed systems.

Working closely with our external IT provider and CISO, the IT Manager ensures that systems, controls and processes are not only well designed but consistently executed. This role is less about owning strategy and more about high-quality delivery, operational discipline, and continuous improvement across IT and security.

The role also plays a key part in enabling the safe adoption of AI tools across the business, ensuring appropriate controls, guardrails and infrastructure are in place.

Key Responsibilities

IT Operations & Infrastructure

- Act as the primary IT contact, providing responsive, high-quality support for end users
- Maintain the day-to-day operation of IT infrastructure including endpoints, networks, Wi-Fi and core cloud systems
- Manage joiner and leaver processes from an IT perspective, ensuring consistent, secure provisioning and deprovisioning
- Own and maintain the IT asset register, including procurement, tracking and lifecycle management



- Maintain office technology and audio-visual equipment to a high and reliable standard
- Deliver small-to-medium IT improvements and projects
- Act as the interface with the external IT provider, managing tickets, prioritisation and service quality
- Maintain clear, structured documentation for systems, processes and controls to support resilience and audit readiness
- Drive measurable improvements in system reliability, security posture and user experience
- Manage supplier relationships to ensure value for money and reliable service

Information Security

- Implement and operate security controls
- Administer core security tooling (endpoint protection, email security, identity and access management, patching)
- Support user access control, device compliance and secure configuration standards
- Deliver day-to-day security activities including patching, monitoring and basic incident triage
- Support and maintain backup and disaster recovery processes, ensuring data is protected and recoverable
- Support audits, supplier due diligence and compliance activities (e.g. Cyber Essentials, ISO 27001)
- Promote good security practices across the business through practical guidance and user support
- Escalate risks, incidents and control gaps clearly and promptly

AI & Tooling Enablement

- Support rollout and safe usage of approved AI tools ensuring controls are followed
- Enforce policies around data handling and access when using AI-enabled platforms
- Ensure devices, identity and monitoring environments are configured to support safe AI adoption



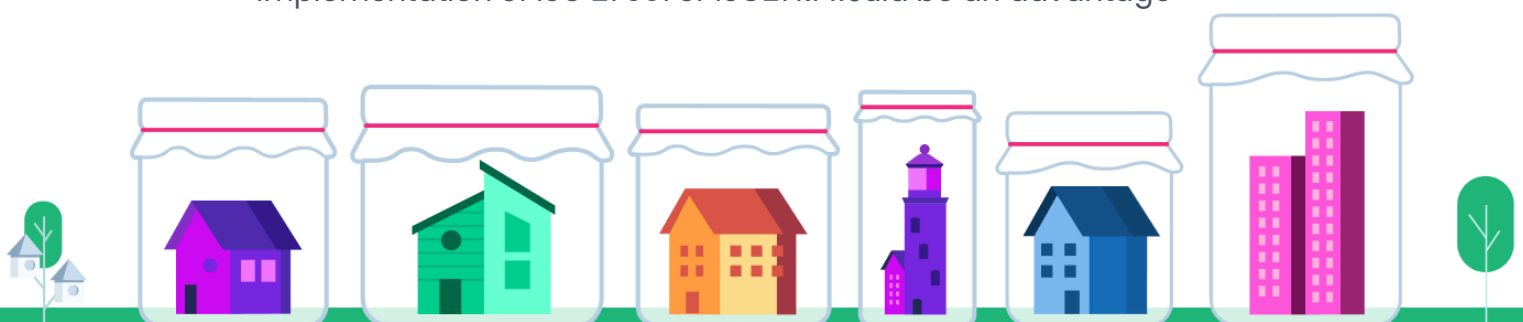
- Provide practical guidance to colleagues on appropriate use of AI tools in their work

Governance & Performance

- Maintain clear, structured documentation for systems, processes and controls to support resilience and audit readiness
- Monitor system performance and proactively resolve issues before they escalate
- Support IT budgeting processes through accurate tracking of spend and asset planning
- Drive measurable improvements in system reliability, security posture and user experience
- Provide clear operational insight to leadership on performance, risks and recurring issues

About you

- Significant experience in an IT support, or IT manager role
- Strong working knowledge of Microsoft 365 and modern endpoint management
- Comfortable owning day-to-day IT operations in a small-to-mid sized business environment
- Experience working with an outsourced IT provider, with the ability to manage and challenge constructively
- Solid understanding of networking basics (Wi-Fi, routing, connectivity troubleshooting)
- Hands-on experience supporting end users, devices and office-based IT environments
- Practical experience implementing security controls and tooling
- Awareness of Cyber Essentials / ISO 27001 style controls and how they apply operationally
- Implementation of ISO 27001 or ISO27k1 would be an advantage



- Exposure to AI tools in a workplace context and an understanding of associated risks
- Highly organised, with strong attention to detail and good documentation habits
- Clear communicator, able to explain technical issues in a straightforward, pragmatic way
- Comfortable working independently and taking ownership of outcomes

Why work at Piki

- Hybrid & Flexible working set up
- Access to an incredible working space in Norwich and London
- Annual leave entitlement of 28 days plus bank holidays
- 35 hour working week
- Employee Assistant Program with 24/7 GP support and wellbeing services for you and your immediate family
- 10% discount with Sykes Cottages
- Training and development opportunities
- Social events
- Support from an awarding-winning CEO & Founder

