



## ICT Service Delivery Manager

### Role Profile

#### A. Details

Position:	ICT Service Delivery Manager
Grade	Higher Executive Officer (HEO)
Whole time equivalent	1 FTE (35 hours per week)
Reports to:	The Director of ICT or such other person that maybe designated from time to time.
Duration:	Permanent

#### B. Department & Role Overview

The Arts Council comprises just over 100 staff based at one site on Merrion Square in Dublin. The Arts Council / An Chomhairle Ealaíon is an autonomous body established in 1951 to stimulate public interest in, and promote the knowledge, appreciation and practice of the arts. We are the Irish State's principal instrument of arts funding and an advisory body to Government on arts matters. For further information on the work of the Council visit [www.artscouncil.ie](http://www.artscouncil.ie)

#### C. Key Responsibilities

The duties associated with this post include, but are not limited to the following:

- Assisting with the on-going development and implementation of the Arts Council's ICT Strategy;
- Managing suppliers in line with agreed Service Level Agreements;
- Planning and scheduling an effective work programme for the in-house ICT team that supports the business of the organisation;
- Providing effective leadership to a team of IT specialists ensuring a focus on continuous improvement and service delivery;
- Developing and supporting end-to-end business application solutions, infrastructure and operations solutions, across a broad set of leading technologies including business process management, reporting, interfacing and business intelligence solutions;
- Managing and maintaining comprehensive technical documentation;
- Managing ICT projects, with the internal team and with external suppliers;
- Managing vendor and contract management including procurement;
- Working with the ICT Helpdesk Supervisor to effectively manage the service desk to ensure that the ICT team and suppliers manage all support tickets;

- Working with the Director with responsibility for ICT to identify and manage risks in the area of ICT;
- Developing and ensuring all required IT policies and procedures are developed and implemented, particularly in relation to cyber security;
- Coordinate and manage change and release management activities by suppliers;
- Manage and test Business Continuity and Disaster Recovery plan(s) for key systems;
- Establish, measure, and define IT goals and KPI's and maintain an IT roadmap;
- Manage the security, access and performance of the network and systems;
- Ability to read, digest and communicate technical information;
- Strong attention to detail & project management principles;
- Such other duties as may be assigned from time to time.

#### D. Skills Knowledge and Experiences

- Minimum Level 7 qualification in a relevant S.T.E.M. (Science, Technology, Engineering, Maths) discipline **and** 3 years directly related ICT hands on experience **and** a good knowledge of Microsoft Windows. Experience in working in a MS Dynamics 365 cloud-based platform (or a similar technology).
- or**
- 5 years directly related hands on experience in the area of ICT Application Development, or Infrastructure Management **and** a good knowledge of Microsoft Windows
- with**
- a) either a Level 6 qualification in a relevant S.T.E.M. (Science, Technology, Engineering, Maths) discipline
- or**
- b) at least 2 Professional Certificates in a relevant area of ICT
- A commitment to high standards of public service;
  - Ideally have Irish language, verbal and written skills, although this is not an absolute prerequisite for the role.

#### Additional Skills and Experience (ideal, but not essential):

It will be an advantage for candidates to have knowledge of one or all of the following:

- Information Technology Infrastructure Library (I.T.I.L.);
- NIST CSF, ISO27001 or Equivalent Cybersecurity Frameworks;
- Experience managing cloud hosted and on-premises servers, storage area networks (SAN), and network attached storage (NAS) devices);
- Familiarity with Microsoft 365 products particularly Power BI and Dynamics 365;
- Working knowledge of Microsoft SQL server and Oracle.