



IT Manager – Network & Infrastructure

Role Profile

A. Details

Position:	IT Manager – Network & Infrastructure
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

C. Key Responsibilities

This is a key technical position in a dynamic organisation which plays a pivotal role in the Arts Council.

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

- As noted above the post holder will in particular be centrally in implementation of the Arts Council's IT Strategy and implementation of a number of new systems in the Arts Council;
- The successful candidate will have significant experience in networking, infrastructure delivery and Business Continuity, fault resolution and procurement;
- The successful candidate will have a working knowledge of both bespoke and commercially available products deployed across various technology platforms;
- The individual needs to be highly customer focused, with good vendor management abilities and committed to delivering change and achieving results;
- An excellent working knowledge of server operating systems and Active Directory;
- This highly operational roles involves the end-to-end management of the Arts Council's Cloud based Server Infrastructure, design through to implementation and ongoing support and maintenance in line with current best practices;

The role has responsibility for ensuring that all elements of the Arts Council's enterprise suite of tools are deployed and supported in accordance with best practice and updated/replaced as the industry evolves.

This role has a high emphasis on best practice relating to information security including deployment of appropriate threat detection tools and ensuring that the Arts Council's data resources are protected at all times including appropriate data backup and restoration techniques.

The role will have responsibility for the delivery of services through Arts Council's infrastructure estate such as the Local Area Network, routing, firewall, telephony and teleconferencing services and desktop computing services.

The successful candidate should maintain a watching brief on industry trends and will have the opportunity to shape and evolve existing services as new technologies emerge.

- End user support and making recommendations relating to training;
- Management of staff;
- The IT Manager (Networking & Infrastructure) will work closely with the other peers, team members and staff on relevant matters particularly relating to application support and information security.

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.