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**JOB DESCRIPTION**

**Job Title:** IT Manger

**Job Location:** Sports Ireland Campus

**Reports to:** Chief Operations Officer

**JOB PURPOSE:**


The IT Manager, working as part of the Senior Management Team reporting to the COO, will be responsible for all planned and reactive maintenance of the IT Infrastructure and service across the Sports Ireland Campus and Morton Stadium.

An enthusiastic and ambitious professional looking to take the next step in their career, through strong leadership and communication skills, the successful candidate will develop and foster a proactive, customer centric and forward focused culture in the team.

Led by the IT Manager, the IT Support Team will work to ensure that systems and hardware are maintained to the highest standards while providing helpdesk support to stakeholders. .

**KEY RESPONSIBILITIES**


- Analysing departmental business requirements to determine their technology needs.
- Provide proactive comprehensive solution orientated support to managers, staff and NGBS on all IT matters.
- Oversee all technology operations and evaluating them according to business needs.
- Purchase efficient and cost-effective technological equipment and software; negotiation of prices to achieve best values on IT purchases.
- Identify the need for upgrades, configurations or new systems and report to the business.
- Delivery of projects, both technical and applications, on time and on budget in line with business requirements.
- IT support for the SIC, including installing & configuring hardware, operating systems & applications.
- Inspect the use of technological equipment and software to ensure functionality and efficiency.

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- Vendor management, establishing a good working relationship with professional service providers and negotiating cost-efficient contracts.
- Managing tender processes in relation to IT hardware, telephony, networks, and security together with software solutions. Overseeing the implementation of these and ensuring future needs are anticipated.
- Planning and undertaking scheduled maintenance & upgrades.
- Devising and establishing IT policies and systems to support the implementation of strategies set by the business.
- Overseeing all IT related purchasing budget preparation and monitoring with support from Finance.
- IT infrastructure management, monitoring & maintaining computer systems & networks.
- Data Protection Officer - ensure the business is GDPR compliant and provide GDPR training to staff, handle any queries or issues which may arise.
- Monthly KPI Reporting - Network Uptime, Server uptime, helpdesk ticket resolution times.
- IT strategy development and planning.
- Working across functions with peers in other groups to ensure collaboration for shared goals.
- Working with the senior management team for strategy development and execution planning
- Ensuring clarity around priorities and goals for the IT functional area.
  
- IT Security – maintain IT security on campus, implement improvements where needed and keep users informed on the status of the system security.
- Talking staff through a series of actions (face-to-face/telephone/email) to help set up systems or resolve issues.

The above contains the main outline of duties. However, it is inevitable that tasks may arise which may not fall within the remit of the above list of main duties. Employees are required to respond with a flexible approach when ad hoc tasks arise which are not specifically covered in their job description. Should an additional responsibility become a regular part of an employee's job, the Job Description will be amended to reflect this.

**JOBHOLDER ENTRY REQUIREMENTS:**

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**Knowledge (Education & Related Experience):**

- 3<sup>rd</sup> Level Qualification in related discipline
- Minimum 5 years' experience in the Management of infrastructure development and help desk management
- SIF have ICT contracts with Sport Ireland, IRFU and 20 National governing bodies. A Minimum of 5 years ICT Management experience is required.
- Experience of E-Tendering

**Key Skills**

Technical Skills

- Strong technical skills should include, VMware, Windows and Linux Server, HPE Aruba or Cisco networking.(Experience with HPE Aruba networking would be an advantage)
- Experience managing Cloud based software applications.
- ICT Management
- Stakeholder relationship management
- Delivering ICT projects on a large scale. Managing multiple projects in a fast pasted environment.
- Managing multiple IT vendors / contractors.

**Key Behaviors**

A candidate must reflect the company's core values of:

**Excellence**

- Always looking for ways to improve
- Accept responsibility to drive improvements
- Demonstrate professionalism and have expectations of our own performance and that of others
- Demonstrate a commitment to teamwork
- Adopt a positive approach to change

**Respect**


- Treat others as we would like to be treated
- Value different cultures and beliefs
- Display respect for and awareness of individual differences
- Seek out, listen and respect the ideas and opinions of others
- Engage in honest and direct communication at all levels in the organisation

**Integrity**

- Show accountability for our decisions and actions
- Develop and encourage open and honest work practices
- Take personal responsibility for our actions
- Deliver on actions we have promised

**Customer focus**

- Research and fully understand our customers' needs

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- Do the ordinary things extraordinarily well
- Go beyond what is expected by every customer
- Surprise ourselves with how much we can do