

Title: Senior ICT & Support Services Manager

Grade: Grade 2

Reporting to: Director of Finance & Corporate Services

Job Function: Reporting to the Director of Finance and Corporate Services, this role has responsibility for the management of the ICT and Support Services functions at an operational level including staffing, expenditure budgets, strategy and governance.

Key Tasks:

1. Strategy

- Support the Director of Finance and Corporate Services in the design, development and implementation of both an ICT and buildings strategy aligned with the IPA corporate strategy, giving consideration to utilisation of external partnerships where appropriate.
- Develop an innovative and fit for purpose ICT support structure for IPA online business.
- Align business continuity plans to support the Institute's risk management strategy.
- Develop ICT support structure to maintain current and future business delivery in the online space, including student supports.

2 ICT Operations

- Oversight of ICT infrastructure of the Institute, including its development, implementation, legislative and regulatory compliance and strategic direction.
- Leadership and management of the newly created online delivery platforms and models.
- Performance management and oversight of the ICT Team.
- Devise and develop cost effective and contemporary solutions.
- Lead relevant teams in the delivery of high quality support and innovative solutions to all business units and end-users.
- Manage all ICT related projects that are designed to improve upon or achieve business goals.
- Ensure business continuity by managing teams, ICT infrastructure, strategic direction and business process.
- Manage quality of service by establishing and enforcing organisation standards with regard to data availability, integrity and confidentiality.
- Develop, implement and review IPA ICT policy.

3 Facilities Operations

- Oversight of the management and allocation of IPA's physical assets and inventory.
- Lead on the design, development and implementation of preventative maintenance schedules and the management of emergency repairs.
- Performance management and oversight of the Facilities Team and external contractors.
- Oversight of the creation, maintenance, and use of facility-specific manuals to assist with processes, methods, equipment, and operations.
- Advising the Director of Finance and Corporate Services on increasing energy efficient and cost-effective initiatives, in line with SEAI green energy commitments.
- Supervise and report on compliance with Health and Safety regulations.
- Support the Director of Finance and Corporate Services on all building, refurbishment or renovation projects.

4. ICT Governance and Finance

- Responsible for ensuring the ICT function is compliant with requirements as per the Code of Practice for the Governance of State Bodies 2016.
- Meet all ICT relevant legal and regulatory obligations, such as Data Protection and general ePrivacy frameworks.
- Report on and manage risk in relation to ICT infrastructure in line with the IPA risk management strategy.
- Ensure comprehensive control and proactive management of ICT Infrastructure.
- Responsibility for the response to, implementation of, and delivery on recommendations from internal and external ICT audits.
- Oversee the accountability for the use of digital information and related technology.
- Management of ICT and Facilities (Support Services) budgets. Devise, manage and maintain the agreed ICT annual budget in line with IPA Financial Management Processes and Procedures,
- Report monthly to the Director of Finance and Corporate Services on performance against agreed budget plans.
- Provide value for money of both day-to-day operational costs and also in relation to capital investment in new systems and technologies.
- Oversight of requests for ICT investment to an approved level of authority

5. Resource Management and Communications

- Develop cohesive teams with progressive, positive and can-do attitudes. Harnessing respect across multi discipline teams which promotes flexibility and effectiveness. Maintain high standard of service delivery.
- Plan and schedule programmes of works, allocate resources.
- Develop and contribute to peer networks/working groups across the IPA.
- Design and implement an Institute-wide digital communications strategy for both external and internal stakeholders.
- Oversee the development of business intelligence systems to support management reporting and strategic direction.
- Communicating financial and other key performance indicators to direct reports.
- Building relationships with both internal and external stakeholders.

Experience and Qualifications:

Essential Requirements

- Level 9 Masters in an ICT related discipline.
- Proven track record at management level of leading teams in a diverse organisation and delivering measurable improvements in service delivery to meet organisational objectives.
- Two years professional experience in managing multi-functional teams.
- Strong Leadership skills with the ability to effectively implement change.
- Proven record of developing, and managing annual budgets.
- Proven record of monitoring, controlling and managing project objectives and costs against established schedules and budgets.
- Ability to investigate and understand emerging technologies, explore and evaluate them and advise Directors and non-technical managers on how these may be applied to the benefit of the organisation.
- Experience in the development of digital systems to deliver services or products, training courses, seminars and forums, and consultancy services nationally and internationally.

- Knowledge of data protection and associated legislation.
- Experience in Unified Communications, relevant ICT technologies and how these can be deployed to achieve an excellent shared ICT service.
- Experience in policy development and excellent written and oral communications skills including an ability to translate technical information into everyday operational language.
- Proven ability to manage technical experts and external service providers, including formal tendering, contract negotiation, management of commissioned work, and ongoing supplier relationship management, including strong contract management competencies.
- Demonstrable commitment to customer-focused service to achieve organisational objectives.
- Experience and track record of operating in an environment similar to the IPA, including similar client networks;

Desirable requirements

- Holistic understanding of ICT governance, risk management, security and privacy.
- Experience of facilities management within protected structures.
- Significant knowledge in managing ICT and estates infrastructure in a higher or further educational environment.
- Experience of working within the SEAI Public Sector Energy Programme.
- Technical knowledge of building systems and services.
- A strong understanding of change management and ability to drive change.

General Conditions

This is a 2 year fixed term full time post.

How to apply

Please email your curriculum vitae together with a covering letter stating the title of the post applied for and how you meet the requirements to recruit@ipa.ie by 12 noon Friday 7th May 2021.

The salary scale for this position ranges from €69,575 to €97,925 (12 points including 2 long service increments) per annum pro rata