



## ICT Service Delivery Manager

### A: Details

Position:	ICT Service Delivery Manager
Grade:	Higher Executive Officer
Whole-time equivalent:	Full-time (37 hours per week)
Location:	Dublin
Reports to:	The Director with responsibility for ICT or such other person that maybe designated from time to time.

### B: Background: The Arts Council

The Arts Council comprises just over fifty 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: Essential Requirements

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 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

**D: 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.)
- ISO27001:2013
- VOIP

**E: Duties of the post:**

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;
- 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 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
- Working with the Director with responsibility for ICT to develop and test disaster recovery plan(s) for key systems;
- Such other duties as may be assigned from time to time.

**1. Required Competencies for the Role**

In addition to the aforementioned duties and requirements, the successful candidate must be able to demonstrate that they possess the requisite competencies required for this middle management position. The required competencies for the role of Higher Executive Officer (H.E.O.) are outlined below.



Source: Public Appointments Service

## Higher Executive Officer Level Competencies

### Effective Performance Indicators

Team Leadership	Works with the team to facilitate high performance, developing clear and realistic objectives and addressing and performance issues if they arise
	Provides clear information and advice as to what is required of the team
	Strives to develop and implement new ways of working effectively to meet objectives
	Leads the team by example, coaching and supporting individuals as required
	Places high importance on staff development, training and maximising skills & capacity of team.
	Is flexible and willing to adapt, positively contributing to the implementation of change
Analysis & Decision Making	Gathers and analyses information from relevant sources, whether financial, numerical or otherwise weighing up a range of critical factors
	Takes account of any broader issues and related implications when making decisions
	Uses previous knowledge and experience in order to guide decisions
	Makes sound decisions with a well reasoned rationale and stands by these
	Puts forward solutions to address problems
Management & Delivery of Results	Takes responsibility and is accountable for the delivery of agreed objectives
	Successfully manages a range of different projects and work activities at the same time
	Structures and organises their own and others work effectively
	Is logical and pragmatic in approach, delivering the best possible results with the resources available
	Delegates work effectively, providing clear information and evidence as to what is required
	Proactively identifies areas for improvement and develops practical suggestions for their implementation
	Demonstrates enthusiasm for new developments/changing work practices and strives to implement these changes effectively.
	Applies appropriate systems/ processes to enable quality checking of all activities and outputs
Practices and promotes a strong focus on delivering high quality customer service, for internal and external customers	
Interpersonal & Communication Skills	Builds and maintains contact with colleagues and other stakeholders to assist in performing role
	Acts as an effective link between staff and senior management
	Encourages open and constructive discussions around work issues
	Projects conviction, gaining buy-in by outlining relevant information and selling the benefits
	Treats others with diplomacy, tact, courtesy and respect , even in challenging circumstances
	Presents information clearly, concisely and confidently when speaking and in writing
Specialist Knowledge, Expertise and Self Development	Has a clear understanding of the roles, objectives and targets of self and team and how they fit into the work of the unit and Department/ Organisation and effectively communicates this to others
	Has high levels of expertise and broad Public Sector knowledge relevant to his/her area of work
	Focuses on self development, striving to improve performance
Drive & Commitment to Public Service Values	Strives to perform at a high level, investing significant energy to achieve agreed objectives
	Demonstrates resilience in the face of challenging circumstances and high demands
	Is personally trustworthy and can be relied upon
	Ensures that customers are at the heart of all services provided
	Upholds high standards of honesty, ethics and integrity

Source: Public Appointments Service