



Employment Information Package

ICT Manager

Job Title: ICT (Information & Communications Technology) Manager
Contract status: Permanent, full-time
Grade: Higher Executive Officer
Reports to: Head of Digital, Chester Beatty
Location: Chester Beatty, Dublin Castle, Dublin 2, D02 AD92, Ireland
Date: April 2021

The Chester Beatty

Described by the *Lonely Planet* as ‘not just the best museum in Dublin, but one of the best in Europe’, the Chester Beatty is a museum and library that houses a world-class collection of Islamic, East Asian and European art assembled by the great philanthropist and collector Sir Alfred Chester Beatty (1875 – 1968).

The Collection comprises some of the finest treasures of the great cultures and religions of the world, and captures the richness of human creative expression from 3,000 BC to the present day. Located in the grounds of Dublin Castle, the museum welcomes over 360,000 visitors a year and is widely known as the pre-eminent centre in Ireland for the understanding of world cultures.

The Chester Beatty is one of Ireland’s National Cultural Institutions. It is a public charitable trust established under the will of the late Sir Alfred Chester Beatty and is governed by a Board of Trustees. Our mission is to maintain and preserve the museum’s Collections and to make them available in the most appropriate ways for the use and enjoyment of the public and for scholarly study and research, in order to promote a wider appreciation and understanding of the international cultural heritage embodied in the Collections and to foster relations between Ireland and the peoples whose cultures are represented in the Collections.

For more information on the CB, its holdings and a full schedule of events and activities please visit www.chesterbeatty.ie.

Summary Job Purpose

The museum is seeking a creative and dedicated individual with knowledge of and experience in the fields of enterprise and desktop IT management. S/he will manage the day to day technology focused requirements of the museum and support the processes and technologies required to connect the museum’s collections and metadata with our audiences.

The ICT Manager will maintain, develop and manage the Chester Beatty's IT and communications infrastructure and support all digital, mobile and web platforms as needed. S/he will support the museum's growing online presence as the digital department continues its development of the museum's website mobile app and other digital platforms. Through collaboration with other staff members the ICT Manager will advise the Senior Management Team on technical, IT and communications development strategies, encompassing, for example, the technical architecture of the computer network.

The Chester Beatty is committed to making the Collections available online. Hand-in-hand with this is the in-house digitisation of the collections and the pandemic related move of the public programme of events and activities online. In addition to creating and preserving digital content, the museum will seek to make all new content available in the most accessible and appropriate ways, given its resources and the needs of the external environment. The ICT Manager will work with the Digital Team to achieve this.

S/he will work closely with the Facilities and Security Manager to support the technologies used to manage facilities, security and visitor services at the museum.

Key Responsibilities

Key areas of responsibility; the ICT Manager will

- maintain, manage, secure and develop the museum's IT and online infrastructure
- be responsible for managing the day to day ICT operations, technical support and service delivery supporting approximately 45 users in a combination of on-site and remote working arrangements;
- work with a number of 3rd party infrastructure and application providers that maintain the IT infrastructure, service desk, cloud services and mobile & fixed data communication networks;
- work with 3rd party suppliers to ensure services are available as required, manage costs and ensure that contracted SLA's and KPI's are being met;
- plan and oversee the research, evaluation and integration of new technology, systems development methodologies, data administration, capacity planning, training and technical support;
- manage and/or support third party IT/technology experts and analysts involved in new museum projects;
- have a significant role in the definition and application of ICT procurement, security and governance activities;
- Advise on security and compliance issues related to the museums digital and technical resources;
- be involved with the ongoing management and definition of services, continuous improvement, incident management and ICT change processes;
- be skilled in applying best practice processes and frameworks for all aspects of the ICT infrastructure and support services;
- assist with the implementation of the actions in the museum's current Digital Strategy and support the development of future strategy;
- Provide support to the digital team in relation to the museum's online resources;

- prepare project plans and schedules for technical systems development and manage projects in line with budgets and timelines;
- actively keep abreast of developments in the field and advise colleagues of opportunities for development of services to the museum staff and the public;
- be responsible for devising or sourcing appropriate training for managers/users;
- maintain relations with colleagues in other institutions in order to maximise IT co-operation;
- advise and assist colleagues with development of social media and other digital presence opportunities;
- perform any other duties which may be assigned from time to time as appropriate to this position.

Required Skills and Experience

Skills, Knowledge and Experience:

The Chester Beatty is a collaborative organisation and the global nature of the collections is reflected in our multicultural and intercultural programming. The successful candidate will be an energetic and self-motivated experienced professional with a passion for the arts and excellent interpersonal and organisational skills. S/he will form part of a dynamic team with the flexibility to adapt to the museum's constantly changing environment.

Essential Requirements:

- Educated to degree level in Information Technology or a related field;
- Minimum of 5+ years' professional experience in a similar role;
- Proven track record in ICT services and support management, including service desk support;
- Demonstrated and proven track record of dealing with vendors and 3rd party providers and managing relationships and Service Level Agreements (SLA's);
- Good all-round management and technical competence in all areas of ICT including networking, applications, databases and infrastructure;
- Experience running complex internal and cloud hosted IT environments including managed desktop environments, Microsoft Exchange, Microsoft Active Directory, IT support functions, backup and restore functions including Sonicwall and Veeam backup and replication software, server virtualisation and IT Disaster Recovery;
- Competence and exposure to VMware, Microsoft O/S, SQL/Oracle, VDI, Cloud technologies, Office 365 Solutions, Network technologies and Information Security;
- Strong Microsoft Office skills;
- Experience and awareness of information security principles, monitoring and compliance;
- Strong prioritisation and ability to engage in multiple initiatives simultaneously;

- Strong time management and experience of working to tight timelines and with the ability to remain calm and focused while working in pressurised situations;
- Highly effective organisation and planning skills with an understanding of the need for and importance of regular monitoring and checking;
- Ability to work independently on own initiative and also with organisational and technical users as part of a multi-disciplinary team;
- Proven excellent Interpersonal and communication skills, with the ability to communicate diplomatically and effectively at all levels, both internally and with external contacts;
- Flexible working patterns to be able to provide occasional support at evenings/weekends;
- Strong analysis, problem solving and troubleshooting skills;
- Strong focus on continuous development and improvement;
- Proven experience in managing ICT costs;
- Good understanding of procurement policy and processes, ICT contracts and licensing;
- Evidence of strong project management skills;
- An interest in and commitment to the work of the Chester Beatty.

Desirable

- Experience of supporting large scale digitisation or long term digital preservation projects;
- Experience of digital preservation principles, tools and technologies;
- Relevant professional experience in the field of digital humanities, cultural heritage, museums or similar environments;
- Knowledge of the Irish language.

Salary

This is a full-time post in the Irish public service and the salary is at Higher Executive Officer Standard grade. In line with Department of Public Expenditure and Reform regulations and guidelines on public service pay, the salary for this position will differ for new entrants from outside the Irish public/civil service and for existing Irish civil/public servants.

New Entrants outside the Irish public/civil service:

An incremental salary scale applies and all new entrants from outside the Irish public/civil service will be required to commence employment at the minimum point of the scale which is €49,845 per annum. They will also be required to join the Single Public Service Pension Scheme.

Existing Irish public/civil servants:

For existing Irish public/civil servants, the salary scale of €47,447 to €59,727 applies, subject to approval of the Department of Public Expenditure and Reform.

Annual Leave

The annual leave allowance will be 29 working days a year pro-rata, subject to the usual conditions regarding the granting of annual leave, is on the basis of a five day week and is exclusive of the usual public holidays.

Conditions

- The post will be subject to satisfactory Garda clearance, a medical check and a probationary period of six months.
- This is a full-time position which will average 43.25 hours gross/37 hours net per week and this role has a requirement for flexibility in attendance hours and will require occasional attendance at weekends and/or evenings.
- The work location for this position is the Chester Beatty, Dublin Castle, Dublin 2. However for the duration of the COVID-19 pandemic it is expected that there may be remote working combined with attendance at the work location. This will be dependent on the function(s) and duties of the role and will remain under review.

Application Instructions

To apply, interested candidates should submit by email a cover letter expressing interest in the position and outlining relevant experience, together with a complete curriculum vitae and the names and contact information (mail, e-mail and telephone numbers) of two professional references to Mary Corless, HR Manager at personnel@cbl.ie with “ICT Manager” in the subject line.

Closing date for receipt of applications is 5pm on Friday, 23 April 2021.

Initial interviews will take place via Zoom or Skype.

Canvassing will disqualify.

Referees will not be contacted until the search committee has informed the candidate of doing so.

The Chester Beatty is an equal opportunities employer.

General Data Protection Regulation (GDPR)

The General Data Protection Regulation (GDPR) came into force on the 25th May 2018, replacing the existing data protection framework under the EU Data Protection Directive. When you submit an application for a recruitment competition with Chester Beatty, we record your name and contact details. Information submitted with a job application is used in processing your application. Where the services of a third party are used in processing your application, it may be required to provide them with information, however all necessary precautions will be taken to ensure the security of your data. To make a request to access your personal data please submit your request by email to: dataprotection@cbl.ie ensuring that you describe the records you seek in the greatest possible detail to enable us to identify the relevant record(s). The Chester Beatty Privacy Policy can be found on the website at [The Chester Beatty Library – Privacy Policy | Chester Beatty](#)

Please note: All data received relating to the application will be held in line with the museum’s record retention and data protection policies.