

Role Specification

Title: Manager – Infrastructure and Operations

Grade: 6

Unit: ICT and Digital

Reporting to: Director of ICT and Digital

Role Summary

SOLAS is now seeking to recruit an Infrastructure and Operations (I&O) Manager for its IT & Digital team. Reporting directly to the Director of IT & Digital, the I&O Manager will have a broad experience of working in Operations and ICT Infrastructure and a record of continuous improvement and innovation. The successful candidate must be flexible, positive, and enthusiastic and able to demonstrate an outstanding record of achievement in their career to date. They will have significant leadership experience and an ability to work effectively with stakeholders across the organisation. They will be responsible for the development of the Infrastructure & Operations roadmap, including the adoption of new technologies in SOLAS. They will also focus on achieving consistency, quality and protection of SOLAS systems and data.

About SOLAS IT & Digital

SOLAS IT & Digital provide innovation, systems, and support both internally and to the wider further education and training sector in Ireland. The IT & Digital team are responsible for the following: Bespoke application development & support, data & information management, network support and linkages, cyber security, cloud services, and ICT service delivery. The Infrastructure & Operations team is responsible for support of the on-premise network including on site data centre and off-site disaster recovery, on premise server and storage environments, active directory, telephony, device management, firewalls, network links to government and other public bodies, audio visual and conferencing services, O365 / Azure environments, cyber security, and IT Service delivery.

Key Tasks/Responsibilities:

- Lead the Infrastructure & Operations team within SOLAS and build and maintain relationships with key external partners.
- Define Infrastructure & Operations roadmap including the adoption of new industry trends and technologies as appropriate.
- Ensure SOLAS ICT Infrastructure is secure, reliable, and resilient, including ensuring DR and Backup procedures are defined, tested, and adhered to.
- Promote the use of best practice for infrastructure systems to ensure business benefits are realised.
- Lead and manage the planning of all infrastructure initiatives, ensuring clarity with stakeholders on deliverables and timeframe.
- Ensure all systems are configured and updated in a consistent manner.

- Define and report on agreed KPIs for the Infrastructure & Operations team.
- Collaborate with other teams within the IT & Digital unit to ensure dependencies are planned and tracked, including clarity on roles and responsibilities.
- Ensure appropriate capacity is available in the Infrastructure & Operations teams to meet the current and future needs of the business.
- Procure infrastructure, hardware devices and systems to support the IT & Digital team and the wider SOLAS organisation.
- Identify opportunities for the team to work smarter and eliminate roadblocks.
- Ensure team are appropriately skilled and trained in the technologies used.
- Perform other duties that may be assigned from time to time.

Requirements:

Essential:

- Third level or equivalent relevant qualification in ICT related degree.
- A minimum of 8 to 10 years' experience and knowledge of the ICT function within a complex organisation with strong infrastructure & operations experience.
- Strong technical background including the delivery of significant I&O projects.
- Knowledge and experience of cloud services, networks, servers, O365.
- Direct experience of procurement and managing contracts, SLAs, and relationships with external vendors.
- Excellent leadership, negotiation and influencing skills with the ability to motivate, challenge and engage individuals and teams.