



# Job Opportunity

## IT Manager

Ref: TBL17-02

TBL International – bringing people and experiences together. The origins of the umbrella organisation TBL International are very much based in culture and heritage, having become the very successful commercial operators of Titanic Belfast, the city's £96 million tourism investment project which celebrates the feat of marine engineering that was the building of the RMS Titanic, whilst commemorating the tragedy that unfolded its sinking.

Opening in April 2012 it has welcomed over three million visitors through its doors in that period with the vast majority coming from outside N. Ireland. However, the company now operates four attractions in total, three in Belfast, Titanic Belfast being the signature operation, with the addition of SS Nomadic, the last White Star Line vessel in existence, the Titanic Exhibition Centre, a 6000 sq metres exhibition space for trade fairs, public exhibitions and sports events and lastly, the British Music Experience in Liverpool, the national museum of popular music opening in March 2017 in the old Cunard headquarters building in the city.

### General Purpose

The IT Manager will be responsible for the planning, development, monitoring and maintenance of the computer systems and networks of all TBL companies with primary responsibility for IT services at Titanic Belfast and The British Music Experience, Liverpool. The IT Manager will also provide advice and support to the Directors and Senior Executive teams in regards to business planning and system development.

The IT department will install and configure computer systems, diagnose hardware/ software faults and solve technical and applications problems, ensuring the smooth running of computer systems.

The IT Manager will work closely with the Group IT Manager supporting group IT projects.

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**CONTRACT:** Permanent Full Time

**HOURS:** 40 per working week  
*(Monday – Friday 9.00am – 5.30pm with flexibility to work evening / weekends as required)*

**LOCATION:** **Primary location** - Titanic Belfast Building

**REPORTING TO:** The Directorate

#### **Main Job Tasks and Responsibilities**

- Day to day operation and strategic planning of all computer systems at Titanic Belfast.
- Strategic Planning of computer systems at British Music Experience and providing advice to the onsite technical team in terms of day to day operations.
- Installing and configuring computer hardware operating systems and applications
- Monitoring and maintaining computer systems and networks
- Server management including install, maintenance and upgrading as required as well as ensuring the flow of information and data is backed up, safe and secure at all times
- Basic programming of systems as required
- Guiding staff through a series of actions relating to their computer / mobile phone / tablet, either face to face or over the telephone
- Troubleshooting system and network problems and diagnosing and solving hardware / software faults
- Providing support, including procedural documentation
- Domain Account Management
- Testing and evaluating new technology
- Managing and responding to calls via the IT Help Desk

***The above reflects the main elements associated with this position. It is not intended to be exclusive or exhaustive.***

#### **Essential Criteria**

- A 3<sup>rd</sup> level qualification in an ICT related discipline
  - A minimum of 3 years' experience providing support to a SME
  - Demonstrable previous experience and excellent knowledge in the following Core Systems:
    - Cisco networks, firewalls and CUCM
    - Juniper Ring-Master
    - VMware Vsphere 5.5
    - HP Fibre San
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- Window operating systems 2008 – 2012 R2
- Microsoft exchange 2010
- Office 365
- Current Windows Client Operating systems
- Veeam Backup 9

### **Desirable Criteria**

- Previous experience in EPoS systems
- Previous experience with Hotel systems

### **Core Competencies**

- Ability to respond and act quickly and effectively
- Safety focus, technical professional expertise and compliance awareness
- Understanding accessibility needs
- Tact
- Industry and product awareness
- Information gathering and monitoring
- Creative and innovative thinking
- Analysis and reasoning
- Results focus and initiative
- Financial responsibility
- Confidentiality

Closing date for receipt of applications is **9am on Monday 24<sup>th</sup> April 2017**. Applications will only be accepted via company application forms. Applications received after the closing date and time will not be considered. If you wish to apply for the position, please contact us via **careers@titanicbelfast.com** and we will send an application pack out to you, the last date for requesting application packs is **Friday 21<sup>st</sup> April 2017 at 3pm.**

**Please note for applicants successful at the shortlisting stage the following date will apply:**

- **Individual Interview and Assessment – Friday 5<sup>th</sup> May 2017**

***TBL International Limited is an Equal Opportunities Employer***

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