

## WHO WE ARE

When you join the Fáilte Ireland team, your work will be **more than just a job**.

You will become part of a talented and diverse community of employees whose mission and passion is to promote and support the development of tourism across Ireland.

To do this we create and invest in world class tourism brands, including the Wild Atlantic Way, Ireland's Ancient East, Ireland's Hidden Heartlands and Dublin. We develop brilliant visitor experiences that position and sustain Ireland as an attractive and compelling destination.

We provide strategic leadership and a wide range of practical supports and training to tourism businesses and we work in partnership with government and other agencies to maximise our impact throughout communities and across

regions as we develop a vibrant and sustainable tourism sector.

To enable our staff to thrive, we provide a respectful and supportive work environment. Not only are we recognised as a Great Place to Work but we're also listed in the top five most trusted organisations in Ireland.

Our supports include flexible and family friendly work policies with blended working arrangements. By joining Fáilte Ireland you will work in a nurturing team-based environment in a culture that is values driven with excellent opportunities for professional and personal development.

You will enjoy a richness and diversity in your work alongside talented colleagues, specialist external partners and a variety of tourism and community stakeholders to deliver the impact we aspire to.



We now have a vacancy for a  
**MANAGER, ICT –  
DIGITAL ENTERPRISE**

**LEVEL 3**

Permanent, full-time

Fáilte Ireland invites applications for the position of Manager, ICT – Digital Enterprise. The role will report to the Head of ICT.

## JOB PURPOSE

The ICT Digital Enterprise Manager is responsible for the delivery of Digital services both internally and externally to Fáilte Ireland. This includes the delivery and support of an online tourism trade online portal, integrated with a backend CRM platform and associated systems. The role is also responsible for the delivery and support of the internal Finance and HR Enterprise Resource Planning (ERP) systems. The role requires significant collaboration with internal business Divisions to understand business priorities and design solutions to meet organisational strategic objectives. To enable this the role involves people and team management of ICT personnel and management of third-party vendors.



### Our Values

#### Passion

We are passionate about Ireland

#### Imagination

We constantly reimagine a better future

#### Action

We make it happen

#### Collaboration

We succeed through collaboration

#### Integrity

We act with integrity at all times

#### Expertise

We never stop developing and sharing our expertise

#### Care

We care about people

# JOB DESCRIPTION

## PRIMARY OBJECTIVES/KEY RESPONSIBILITIES

- Lead and manage the delivery and support of ICT Digital Enterprise Services including the delivery and support of the online tourism trade customer portal; backend CRM platform; Finance and HR ERP systems; associated integrations and data management and analytics.
- Lead and manage the Fáilte Ireland ICT Digital Enterprise Team, consisting of a Business Analyst, Technical Analyst / Architect, Tester, Data Analysts Project Manager and other project personnel when required.
- Scope and prioritise Digital projects with Business Divisions and once agreed, manage the delivery of these projects in conjunction with our Business Divisions.
- Agree and manage change request scope, estimates, timelines and budgets.
- Iteration Planning and backlog management.
- Manage a third-party Microsoft Dynamics CRM systems vendor and User Experience and Design and Development vendor. This includes agreeing and managing SLAs for day-to-day operational support and project delivery.
- Ensure quality delivery of solutions – overseeing the management of testing cycles when appropriate.
- When required project manage the delivery of major and minor enhancements.
- Oversee the Data Management of corporate data related to customer, supplier and employee accounts and associated profile and transactional data.
- Manage the Data Analytics function ensuring good data management and reporting practices.
- Report to Head of ICT and senior management; providing regular service reports on service levels and project metrics.

Carry out all other duties as required and participate as a full member of the ICT Team by supporting different work projects, as required, from time to time.

## PERSON SPECIFICATION

### ESSENTIAL CRITERIA

**In order to be eligible to apply for this role you must have/demonstrate in your application form the following:**

#### Essential Criteria

- Minimum 5 years of systems development and/or ICT project management experience with at least 2 years managing ICT Digital / Applications team and personnel.
- Excellent relationship management, engagement and influencing skills, demonstrating an ability to engage and influence senior management, stakeholders and people at all levels and functions in an organisation.
- Evidence of strong organisational and time management/planning skills and the ability to prioritise work and meet deadlines
- Experience with delivering and supporting enterprise-wide CRM systems.
- Experience with delivering and supporting enterprise-wide Finance or HR ERP systems.

#### Qualifications/Mandatory Training

- A Professional Qualification (minimum Level 7 under the QQI Framework) in Computer, Data Science or a related discipline is essential.

#### DESIRABLE CRITERIA

- Technical Analysis and / or Business Analysis experience in Microsoft Dynamics CRM or ERP (ideally Microsoft Business Central) projects.
- Project Management experience specifically delivering projects utilising Microsoft Dynamics CRM on premises or Microsoft Dynamics 365.
- Experience in User Experience and Design principles to deliver user focused and accessible online platforms including utilisation of Service Design principles.
- Experience of implementing projects utilising an Agile approach.
- Understanding of software development technologies development platforms; API's for integration and the use of Microsoft DevOps for software delivery.

- Experience of Organisational / Business Change Management activities and user adoption.
- Experience in Data Management and Analytics, including the management of collecting, organising, protecting, and storing of an organisation's data.
- Vendor Management of external third-party delivery suppliers, including SLA management.
- A strong understanding of the importance of cyber security and familiarity with ICT security standards such as NIST Cyber Security Framework or ISO27001.
- Excellent verbal and written communication skills.

## KEY COMPETENCIES

- Inspire and Engage
- Managing Relationships
- Planning and Managing Work
- Embracing Innovation

## HOW TO APPLY

Please return your completed application form via [executive@stafflinerecruit.com](mailto:executive@stafflinerecruit.com)

Please go to Fáilte Ireland's Career Page for the most up-to-date details on this role.

**Closing Date: 9th May 2024 at 3pm.**

## SALARY, KEY BENEFITS & LOCATION

**Salary: €64,503 – €102,590\* per annum (pro-rata)**

\*This role will be filled in line with Public Pay Policy at Point 1 of the relevant Salary Scale unless the successful candidate is appointed from an existing public sector role.

### Location:

Blended work model with office location in any of the following:

- Áras Fáilte, 88–95 Amiens Street, Dublin 1, D01 WR86
- Áras Reddan, Temple St., Sligo, F91 RX45
- 4th Fl, Wallace Hse, Maritana Gate, Canada St, Waterford, X91 PP2R
- Unit 5, Calbro Court, Tuam Road, Galway, H91 YKH4
- Cork
- Mullingar
- Beech Road, Killarney, Co. Kerry, V93 AW26

## SELECTION PROCESS

Shortlisting will be based on applications and the selection process may involve two competency based interviews. A panel of successful candidates may be formed following the selection process.



**Fáilte  
Ireland**

An tÚdarás Náisiúnta  
Forbartha Turasóireachta  
National Tourism  
Development Authority

Fáilte Ireland is an equal opportunities employer and is committed to fostering an inclusive workplace which values and benefits from the diversity of the workforce. We encourage you to reach out to us directly at [recruitment@failteireland.ie](mailto:recruitment@failteireland.ie) should you require assistance or reasonable accommodation during the recruitment process.

