Candidate Information

Position: AMIC IT Services Manager
School/Department: AMIC
Reference: 24/111777
Closing Date: Sunday 14 April 2024
Salary: £46,497 - £57,141 per annum
Duration: Initially 3 years

AMIC

AMIC - a £100M investment through the Belfast Region City Deal - is a collaborative, innovative powerhouse of advanced manufacturing set to elevate our region globally.

We are supporting economic growth and prosperity for Northern Ireland by creating high quality jobs and increasing inward investment through high value manufacturing innovation clusters.

We are driving industrial transformation, paving the way for future technologies and competing globally with a more sustainable focus.

When you join our team, you will have access to the latest advanced industrial technologies, and have the opportunity to grow and develop as a technology leader, building your expertise in advanced manufacturing innovation. Our mission is to provide you with the environment to innovate and create impact.

Our launch team of over 40 staff has core capabilities in digitalising manufacturing, smart design, sustainable polymers & composites and nanotechnologies & photonics. We're excited to be expanding the team throughout 2024.

JOB PURPOSE AND IMPACT

As the IT Services Manager at the Advanced Manufacturing Innovation Centre (AMIC), you will drive excellence in technical solutions and provide a supportive service to our team of engineers and problem-solvers across advanced manufacturing applications. You will take a proactive approach in the identification, technical specification and delivery of new and novel technology capabilities and strategies in an advanced manufacturing environment, that will have a direct technical, economic and reputational benefit to AMIC, industry and Northern Ireland.

You will play a pivotal role in ensuring seamless operations, efficient technical leadership and innovation in IT systems and infrastructure are embedded in the engineering activities, from project inception. The IT Services Manager will provide specialist IT support across the AMIC team, ensuring that IT and specialist manufacturing equipment is appropriately specified, operated and is consistent with the industry-leading manufacturing R&D mission of the centre.

The role will also engage with QUB Digital and Information Services, external technology providers and cyber security and AI leaders in the field within QUB and without.

MAJOR DUTIES

Technical Leadership for Research, Innovation and Knowledge Transfer:
1. In line with strategic technology roadmaps, develop AMIC's IT infrastructure, systems and assets into those of a sector-leading digitally enabled manufacturing R&D showcase, capable of delivering agile R&D projects with vendor agnostic systems, to support collaboration with engineering and manufacturing infrastructures and businesses across the UK.
2. Lead specification and procurement of IT equipment specific to the AMIC environment, including servers, simulation machines, digital twin and visualisation assets.

3. Oversee installation and operation of wifi or 5G networks across AMIC facilities or project sites in industry, taking into account requirements of the collaborative, cross-organisational working and significant industry partnership.
4. Lead projects associated with the development of the AMIC and transition of existing units/activities, to minimise service disruption.

Building collaboration and partnerships:
1. Work closely with AMIC staff, technology providers, national centres, Queen's academic staff, with industry and government agencies in all aspects relating to technology transfer.
2. Provide expertise and support to project teams to ensure IT requirements are in place to enable full engineering project delivery.
3. Act as point of contact for AMIC staff to link with services provided by Digital & Information Services including cyber security.
4. Manage contracts and licencing and develop links nationally and internationally with 3rd party IT service and software providers relating to specialist advanced manufacturing devices / tools and equipment.

Contributing to AMIC's success and impact:
Ensure AMIC has the IT systems and infrastructure to deliver its mission and vision.
2. Deliver operating excellence and efficiency across AMIC through digital and information systems, e.g. ensure IT system compatibility across sites, including AMIC Factory of the Future & NIACE.
3. Assist in creating and implementing projects that win funding from industry and government sources (nationally and internationally) to grow manufacturing research in line with AMIC's long term strategic plans (supported by CTO and Business Development function).
4. Any other duties commensurate with the role that may reasonably be requested by management.

ESSENTIAL CRITERIA (Education, Experience, Skills, Knowledge, etc.):
1. Honours degree, or equivalent, in related IT disciplines, OR have substantial recent and relevant experience.
2. Significant recent and relevant experience developing and managing IT services in a technology environment, including physical resources, installations and systems.
3. Strong evidence of technical excellence and understanding of fundamental IT concepts and trends, such as Big Data, AI, IOT.
4. Evidence of leadership in identifying and introducing successful systems or processes which deliver new and novel technology capabilities and strategies.
5. Proven experience in effective resource management, including delivering solutions within budget and strong financial acumen in the procurement and delivery of equipment, systems and licensing arrangements.

ESSENTIAL CRITERIA (Personal Qualities):
1. Ability to effectively communicate complex information through written reports and presentations to meet audience needs.
2. Ability to lead and manage multiple projects simultaneously.
3. Ability to build effective relationships and interact with others including senior staff, and senior industry and government executives.
4. Strong problem-solving skills in a complex industrial environment.
5. Enthusiastic about learning further relevant systems and application skills to deliver innovative solutions.
6. Some working outside of standard working times and national or international travel may be required to meet the responsibilities of the post and needs of stakeholders. Infrequently the postholder may be required to respond to critical incidents.

DESIRABLE CRITERIA:
1. Postgraduate qualification / relevant professional qualifications in a relevant discipline.
2. Experience supporting the activities of a research, development or innovation group, including contributing to bids to secure funding or contracts.
3. Experience of setting, monitoring and implementation of key performance indicators for service delivery.
4. Project management experience in an IT environment.
5. Experience in building and developing project teams.