Global Technology Manager

Science Gallery International is seeking to hire a full-time Global Technology Manager. Reporting to the Global Operations Manager, and also working directly with the Executive Director, the Global Technology Manager is a key role within the SGI team, providing key project management resources and technical expertise to the six person, fast-moving team established to grow and support the Global Science Gallery Network - the world's only university network dedicated to public engagement with science and art.

BACKGROUND

Science Gallery International is a charitable organisation headquartered in Dublin, providing the services, tools and resources to power and expand the network.

In January, Science Gallery International achieved its founding goal of establishing eight Science Galleries worldwide by 2020. SGI continues to work with its members in Atlanta, Bengaluru, Detroit, Dublin, Melbourne, Rotterdam and Venice to ignite the creative potential of young people to tackle the world's biggest challenges. For more about SGI please see sciencegallery.org.

ROLE SPECIFICATION

Working primarily with Global Operations Manager, the Global Engagement and Insights Manager and the Global Communications Manager, as well as with key stakeholders from across the global Network this role will include the following:

- Work as the project manager and technical lead on joint Network digital platforms:
  - Provide advice and guidance on technical matters to the SGI team and to core staff at each Network member location
  - Negotiate/coordinate the effective hosting of web content
  - Lead on the specification and implementation of new digital platforms to support the next phase of the Network
  - Monitor and report on technical (and related) aspects of commissioned projects to ensure these remain on track, and suggest solutions where problems arise
  - Coordinate cross-functional and cross-Network working groups
  - Act as an ambassador for joint approaches to digital platforms
  - Manage project timelines and budgets
- Oversee the day to day management of all Network services including Websites (internal and external), LMS, GSuite, Open Call, CRM and other platforms as appropriate
- Work with the SGI team to develop imaginative and innovative projects as required with particular reference to the technical aspects, and ensure that the senior team receives timely updates on new developments.
- Manage the in-house administrative technical and IT requirements and support for SGI (internet supply, networking, telephony, software, server and cloud computing, printers, hardware) to ensure high level of uptime and efficiency.
- Provide support for the implementation of the Network sharing and learning initiatives.
- Any other tasks that may be deemed as appropriate by management.

ESSENTIAL SKILLS AND EXPERIENCE
- A relevant third-level qualification (Computer Science, Creative Computing, Information Technology etc.)
- A proven track record of managing and delivering digital projects
- Exceptional interpersonal skills and experience working with high level stakeholders
- Excellent communication skills and the ability to work with a range of people from different backgrounds
- Web development skills (HTML, CSS, Javascript)
- Web hosting, linux server and DNS administration (Amazon AWS platform)
- Demonstrable experience of working across multiple projects and with different technologies
- Experience of working with and creating effective and engaging interactive content
- An ability to communicate technical knowledge effectively to a non technical audience and to suggest innovative ideas, solutions and improvements where appropriate
- Familiarity with CMS and CRM platforms and willingness to learn others

DESIRABLE SKILLS AND EXPERIENCE
- Experience of project management in the public/academic sector
- Cloud based systems administration experience (GSuite, Salesforce, Articulate/Rise)
- Design sensibility and understanding of the importance and principles of UX
- Data Protection principles and a working knowledge of the GDPR
- Experience of staff management and recruitment
- Experience of event/exhibition technical production and management
- Sensitivity to other cultures

PERSON SPECIFICATION
This role is an opportunity to have a big impact on the future of the growing global network, specifically by visioning, championing and driving new approaches to connecting the Network, both online and offline. This role will particularly suit an individual who is passionate about the work Science Gallery does, is as good with people as they are with technology, is a creative problem solver, has a broad and varied skill set, and is comfortable working in an environment where no two days are the same. Patience and diplomacy and ability to work with complex organisations are key requirements. The role will also suit anyone who enjoys opportunities to work on other nontechnical projects across the team, and has an appetite for travel to Science Gallery network locations.

DURATION
This role specification is for a full-time engagement for a Global Technical Manager for SGI. It is envisaged as a 3 year initial engagement/contract with the potential for subsequent extension. Due to the international nature of SGI's work, the successful applicant may be occasionally required to work non-office hours.

HOW TO APPLY

Apply in confidence by **email only** with covering **letter** outlining your motivation, key experience and suitability for the role, and **CV**, to Sarah Durcan, Global Operations Manager, sarah.durcan@sciencegallery.org. Application email **must** include **this subject line: '**SGI Tech Manager position'. **Deadline** for applications Thurs 26th March 5pm. Provisional dates for first round interviews are 1st/2nd April 2020.

Salary range: €46,000-€56,000 p.a., dependent on experience
Term: 3 year contract, renewable.
Annual Leave: 25 days p.a.