



## Job Details

**Title:** Software Development Manager (2 Positions)  
**Team:** Agent Tools and AI Team, Consumer Solutions, Virgin Media/Liberty Global  
**Location:** Limerick  
**Type of Role:** Permanent

## About the Role:

- Technical Manager in the Agent Tools and AI, Technology and Innovation (T&I) team within Virgin Media and Liberty Global.
- Leader of a self-organising, highly skilled, agile software development and support team based in Limerick, Ireland.
- Leading the technical design and implementation of innovative, customer focused solutions in the competitive and fast paced broadband and mobile services market.
- Ensuring alignment to both the Virgin Media and Liberty Global IT delivery roadmaps. This involves providing technical guidance on architecture and designs for projects as well as providing a technical escalation point for development and support issues.
- Effective collaborator who builds working relationships with all related teams within the wider Virgin Media and the Liberty Global organisation with a focus on improving working practices and processes at all possible opportunities.
- Subject matter development expert on the technical product sets adopted within the Agent Tools and AI team providing oversight and reviews of technical deliverables and solutions.

## Specific Tasks/ Duties:

- **Driving Continuous Improvement and Technical Excellence:**
  - Create and maintain functional roadmaps for key products and solutions of the Agent Tools and AI team with a particular focus on intelligent agent tools and AI.
  - Drive innovative solutions and ideas alongside architecture and design colleagues within Agent Tools and AI as well as Liberty Global.
  - Continuously update delivery and development approaches to use modern approaches and improve development delivery times.
  - Monitor key performance indicators of project delivery with a view to implementing effective improvements.
  - Ensure development adhere to quality standards, processes, and reporting mechanisms with smart reporting and monitoring. This may involve a hands on approach to technical deliverable coding and reviews.
- **Successful Project Delivery and Coordination:**
  - Ensure that the Demand management gating process is followed and that project artefacts related to development are delivered and in the proper sequence.
  - Provide operational impact assessments on projects requiring intelligent agent tools and AI development.
  - Communicate non-functional and maintenance system requirements to projects
  - Provide estimates to change and system integration teams of sizing, man-hours, elapsed time, dependencies, risks and assumptions to allow project planning and budgetary forecasts
  - Deliver changes and enhancements according to committed timelines.
  - Maintenance and provision of systems and processes to deliver controlled software releases, source control and archives
  - Ensure outsourced development parties deliver to the specs provided by the Business.
  - Advise on vendor choice and follow-up on vendor SLAs.
- **Proactive and Inspirational Leadership:**
  - Ensure efficient management of self-organizing, highly skilled, agile software development resources
  - Leadership of colleagues with an ethos based on innovation and personal/team development.
  - Day to day general management responsibilities of staff welfare and development.
  - Recruitment of permanent and contract staff to cover new roles, leavers, project and/or backfill as demand requires
  - Regular reviews through process of setting SMART objectives and goals.
  - Mentoring the team to help grow them as an individual.

## Key Deliverables

- Software system deliveries that are well designed and implemented.
- High quality software systems that deliver customer and businesses expectations with minimal issues or defects.
- Software systems that align to the Liberty Global T&I IT architecture principals and roadmaps.
- Highly usable systems that are graphically rich and deliver an excellent user experience.
- Secure and performant systems that protect our end user's data privacy.
- Engaged and motivated project teams that are focused on Virgin Media and Liberty Global core values.
- Willingness to travel on occasions to other Liberty Global and Virgin Media sites and centres across Europe.

## The Person Should Have:

- Over 8 years' hands on industry experience in software technical leadership roles.
- Management and Project Delivery
  - Stakeholder management skills within all phases of the software delivery up to Director level.
  - Technical management experience within an Agile environment.
  - Experience in a support management or an incident management role.
  - Excellent knowledge of all aspects of the software development lifecycle.
  - Experience as a SCRUM master and/or Product Owner within an Agile environment.
  - Experience in software change and release management.
  - Resource and performance management experience of a team of skilled technical resources.
- Technical
  - Technical architecture and design experience in object oriented or services oriented systems and technologies.
  - Experience in developing and maturing continuous integration and DevOps environments.
  - Developing or integrating with telecommunications multi-tiered architectures including CRM systems e.g. Amdocs.
  - PEGA Software development or PEGA project leadership experience is deemed an advantage.
  - Digital transformation delivery experience is deemed an advantage.
  - Experience in Artificial Intelligence or automated learning systems is deemed an advantage.