



Job Description

Position: Critical Infrastructure Support Manager

Location: Ireland

Department: Technical

Reports to: Group Head of Technical

Employment Type: Full-Time, Fully Office based role

Role Purpose:

Management and mentoring of the Architectural Technologists, delivering technical outputs and supporting the customer base. Supporting the sales team and other departments as group critical infrastructure support and core business sales. Collaborating with the Area Technical Managers, Sales Managers, Group Head of Technical and Group Technical Director to deliver and create a consistent and valuable approach to the business's technical interactions between our team members and the extended customer base.

Objectives

The Critical Infrastructure (CI) Support Manager oversees the team of Architectural Technologists who are the day-to-day lead on making sure the technical performance of the company, and services can surpass the expectations of the marketplace.

The role of CI Support Manager is complex and requires efficiency in both technical as well as management fields, which encompass several functions right from planning, leading technical teams and projects, providing technical expertise & managing client requirements.

The role will involve communication and collaboration with the Group Head of Technical internally and externally on all matters of high technical involvement.

- Support the Group Head of Technical in the implementation of all technical support globally.
- Specification and design sign off on all major projects.

Key Duties & Responsibilities:

Technical Support & Expertise

- Build and sustain in-depth knowledge of waterproofing systems, materials, and industry best practices.
- Oversee the coordination and delivery of accurate, timely technical responses to client inquiries, supporting project requirements.
- Offer expert technical support to both external clients and internal stakeholders, ensuring alignment with relevant industry standards and regulatory requirements.



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- Maintain ongoing communication with key accounts to share updates on product developments and business changes.
- Demonstrate a strong understanding of Factory Mutual (FM) compliance and associated testing protocols.

Documentation & Specifications

- Collaborate with fellow Technical Leaders to manage and maintain the iAuditor app, ensuring its effective use across the team.
- Oversee the performance and maintenance of the NBS platform, in coordination with the Graduate Lead Architectural Technologist.
- Review and approve custom project drawings and technical specifications to ensure accuracy and compliance.
- Supervise Technologists working with BIM Revit models, ensuring seamless integration into project workflows and alignment with architectural and structural design requirements.

Leadership and People Management

- Lead and manage the Architectural Technologist team, ensuring effective day-to-day operations and performance.
- Track, document, and report team outputs, providing regular updates to senior management.
- Maintain accurate records of staff attendance, including holiday and sickness reporting.
- Provide mentoring, guidance, and ongoing training to support team development and upskilling.

Stakeholder & Client Engagement

- Actively participate in design meetings, collaborating with architects, engineers, and industry professionals to support key accounts.
- Develop and maintain strong working relationships with both internal and external stakeholders to ensure project success.
- Deliver and contribute to technical training sessions for installers and industry professionals, enhancing technical expertise across internal teams and the client network.



Product Development & Market Analysis

- Contribute to the development of new waterproofing products and technologies, focusing on sustainability and innovation.
- Monitor market trends, competitor activities, and industry advancements to improve technical services.
- Attend Industry association technical meetings and report back to the business with updates.

Other Responsibilities

- Undertake additional responsibilities as required to support overall business operations and strategic goals.
- Assist the Technical Services Department in creating and refining technical content for various platforms, including NBS, the company website, and external marketing materials.
- Lead and assist with Technical Projects as allocated by the Group Head of Technical and recorded within the Technical Project Dashboard.

Key Skills & Qualifications

- A minimum of 10 years' experience within the construction or waterproofing industry.
- In-depth knowledge of waterproofing systems and sustainable design principles.
- Proactive and solution-focused mindset with a strong ability to identify and resolve technical challenges.
- Excellent communication and interpersonal skills, with the ability to collaborate effectively across multidisciplinary teams.
- Office based role
- Solid technical understanding of construction methods, materials, and compliance with building regulations.
- Genuine interest in sustainability and its influence on contemporary construction practices.

