

Application Pack

IT & Facilities Coordinator

Permanent, Onsite

[Closing date Friday 11th September 2026](#)

**visit
Belfast**



About Us

Visit Belfast is the official destination marketing and management organisation (DMMO) for the Belfast City Region. We are responsible for promoting Belfast as a leading city break, business events and cruise ship destination, providing visitor servicing to warmly welcome visitors to the region. We are an innovative, public/private sector partnership funded and supported by Belfast City Council, Tourism Northern Ireland and the private sector.

Visit Belfast represents nearly 500 tourism businesses across the industry including accommodation providers, attractions, venues, experience providers, tour operators, transport providers, restaurants and cafes, pubs, clubs and event organisers.

We are a multi-award winning organisation that is set to deliver approximately 1 million visits, 500,000 bednights and £150m in economic impact to the city region in 26/27 through our focus on short breaks, business events, cruise and visitor servicing activity.

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Our Core Purpose

...to create and service visitors for Belfast and Northern Ireland in order to generate economic benefit and inclusive growth, creating jobs and prosperity for the city region, and enabling Belfast to become a more sustainable place to visit, meet and live in.

Visit Belfast is committed to playing our part in delivering a more sustainable Belfast and work with our industry and funders to put sustainability at the heart of our organisation and city development. Belfast is now ranked in the Top 10 destinations globally in the Global Destination Sustainability Index.



Join the Team

Be Part of It

The importance of tourism to the city economy and Belfast to the regional visitor economy cannot be overstated. Twenty-five years of tourism growth has welcomed millions of visitors to the city and been a catalyst for the regeneration of Belfast. It has established hundreds of new enterprises for our economy, thousands of jobs for our residents and created opportunities for our communities and neighbourhoods. Tourism has played an important part in enriching the culture, vibrancy of the city and the quality of life for all the people who call Belfast home.

With landmark investment planned in tourism through the Belfast Region City Deals, major events to welcome, significant hotel and tourism development underway, there has never been a better time to join Visit Belfast.

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Our Strategy

Visit Belfast's three-year strategy: New Horizons for Belfast City Region 2024-2027 is focused on enhancing Visit Belfast's efforts to:

- Grow the visitor economy in the Belfast city region in an inclusive and sustainable way
- Position the Belfast city region as a front of mind destination for leisure visits, business events and days out
- Enhance the experience for visitors by showcasing Belfast city region as a diverse and welcoming destination with a unique neighbourhood offer
- Accelerate our approach to championing sustainability, pioneering impactful initiatives, inspiring sustainable choices amongst visitors and clients and telling Belfast's sustainability story.

Business Plan

[You can read more and download our Business Plan here.](#)



The Role

Position

IT & Facilities Coordinator

Type

Full time, Permanent, Onsite (37.5 hrs per week)

Department

Corporate Services

Reporting to

Director of Finance & Corporate Services

Salary Range

£32,600 - £35,623 (DOE)

Location

9 Donegall Square North, Belfast BT1 5GB

Purpose

Reporting to the Director of Finance & Corporate Services, the IT & Facilities Coordinator is responsible for providing in-person, hands-on technical assistance, trouble shooting and maintenance for hardware, software and network infrastructure in the business.

This role also ensures the safe and effective operation of VB premises, maintaining a safe environment while coordinating daily maintenance and visiting contractors.

Duties & Responsibilities

IT

- Acting as the first point of contact for IT support across the organisation, providing technical assistance and advice on all aspects of VB's hardware, software applications and network infrastructure, ensuring best practice standards are adhered to.
- Resolve incidents and requests in an appropriate timeframe working closely with IT support partners as appropriate.
- Troubleshoot and resolve common hardware, software, mobile device, internet and network issues for end users – across all sites.
- Escalate complex issues to the Director of Finance & Corporate Services and/or external IT support partners as required, providing clear context and information.
- Use best practice to administer VB's IT users and access permissions, ensuring VB's systems, IT infrastructure and data always remain secure and free from threats.
- Responsible for user account management (password resets, permissions, onboarding/offboarding)
- Identify and spot trends and undertake problem analysis for recurring IT incidents, ensuring appropriate actions are in place to prevent recurrence.
- To provide innovative ideas and smarter ways of resolving incidents and requests.
- To perform pro-active daily systems checks and monitoring of VB's IT infrastructure, storage, and connectivity and ensure that systems and data backups have completed successfully.
- To ensure that appropriate support documentation is developed and maintained and that the IT support knowledge base is appropriately populated and administered and clear concise documents are regularly created in line with the changes in technology, policies, and procedures.
- Oversee the Microsoft 365 platform, including Teams, SharePoint, OneDrive and Intune endpoint management, ensuring high availability, appropriate security configuration and compliance of all staff.
- Ensure IT security processes, firewalls, anti-virus, anti-spamming and EDR tools are all in place ensuring best practice standards are adhered to.
- Lead patch management and endpoint security across all devices, ensuring compliance with NCSC guidance.
- Ensure that cyber training is rolled out and completed by all users.
- Provide administrative services relevant to the IT service including the receipt and processing of asset logs, request forms, user information, software licensing information and key IT supplier information.
- Provide regular management reporting relating to the performance of the IT function and IT suppliers & partners.
- Ensure that the Director of Finance and Corporate Services is notified of events which impact the delivery of IT services.
- Ensure that IT asset (software & hardware) management records are accurate, maintained and at all times kept current.
- To provide help, advice, and guidance to colleagues as and when required and take responsibility for internal staff satisfaction about IT service delivery, whilst increasing the visibility of IT within VB's business.
- Maintain the IT work area, ensuring it is free from hazards and is always clean and tidy, ensuring that any IT equipment is safely stored.



Duties & Responsibilities

- Provide technical input to ensure that IT infrastructure implications of any project are properly assessed and managed.

Facilities

- Coordinate facilities management for the Visit Belfast office under the guidance of the Director of Finance & Corporate Services and with support from the Executive Assistant. Including regular maintenance inspections and day-to-day management of contractors.
- Coordinate maintenance schedules of key VB systems and services such as alarm systems, CCTV and heating/cooling.
- Manage building access processes, swipe access, keyholder logs etc.
- Troubleshoot and resolve common issues with all screen set ups in all locations maintaining a register of AV support partners and escalating issues as required to ensure effective resolution.
- Coordinate the telephony requirements of the business and any associated contracts.
- Review and maintain an active list of approved facilities contractors e.g. plumbers, electricians.
- Assist the Director of Finance to ensure shared areas are maintained and health and safety and fire safety regulations are implemented, communicated and adhered to.

Other

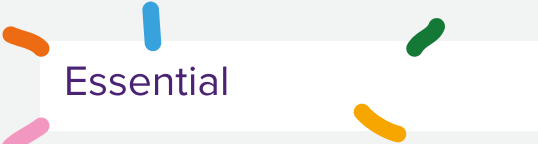
- To undertake, when necessary, work out of normal office hours, Visit Belfast operates 7 days a week and this role may be required at times to accommodate that.
- To carry out all duties with full regard to the Visit Belfast's equal opportunities and fair employment policies
- To carry out all duties with full regard to the Visit Belfast's data protection (GDPR) policies.
- Travel on behalf of Visit Belfast may form part of the job.

Relationships

- Reports directly to the Director of Finance & Corporate Services.
- Provides organisational support regarding all matters of IT, technology or facilities.
- Interacts with Visit Belfast's existing and potential designated suppliers and, as appropriate, public and private sector stakeholders.



Personal Specification



Essential

Qualifications

- Minimum 5 GCSE's, or equivalent, at grade "C" or above, including English and Maths.
AND
- Degree level qualification, or equivalent in a relevant discipline e.g. Computer Science, Information Technology.
OR
- 5 years proven recent IT support and infrastructure management experience.

Relevant Experience

- Experience of providing customer support in an IT service environment (minimum 2 Years)
- Understanding of Cloud infrastructure management (Microsoft Azure or equivalent IaaS/PaaS platform)

- Excellent understanding of Windows desktop environments and Microsoft 365 applications.
- Ability to configure and support Windows 11 desktops & laptops.
- Ability to configure and support mobile devices, iPhone, iPad, and Android.
- Knowledge of support of Mobile devices (laptops/tablets/Smart phones)
- Experience in IT Hardware and Software asset management.
- Experience in using remote tool technologies to conduct remote user support.
- Experienced in systems monitoring and backup technologies.
- Excellent awareness of IT, cyber security threats and risks.

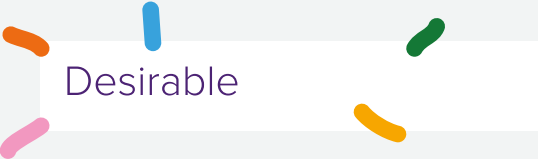
Special Aptitudes

- Ability to multitask
- Ability to build and maintain positive relationships with others at all levels of the organisation.
- Exceptional communication skills, good listening skills, good written skills, questioning skills.
- The ability to establish and maintain positive relationships with colleagues, partners, suppliers.
- Ability to manage own time effectively to ensure delivery to agreed deadlines, with excellent organisational skills.
- Excellent customer service skills.
- Initiative-taking and enthusiastic.
- Working using own initiative/ work independently or part of a team – Can do attitude/ A real willingness to learn.
- Establishing and maintaining a solid, support service and innovative IT service.
- The ability to remain calm under pressure.
- Ability to adapt to change and a quick learner.
- Ability to take personal accountability.
- Ability to follow policies, procedures, and guidelines.

Circumstances

- Available to work outside normal hours.
- Willing to travel as required.

Personal Specification



Desirable

Qualifications

- ITIL Foundation V4/V5 certification.
- Microsoft Azure credentials.
- COSHH training

Relevant Experience

- Experience of Networking/Patching/IP Addressing/DNS/DHCP/Connectivity Troubleshooting
- Experienced in administration of Avaya IP telephone systems
- Experience in support of EPOS hardware and software.
- Experience in managing contracts and assessing supplier performance.

Special Aptitudes

- Previous experience in a similar role or organisation
- Ability to analyse data with excellent attention to detail
- The ability to innovate
- Commitment to continual improvement in service delivery.

Circumstances

- Clean driving license and access to own transport.

We Offer...

Attractive pension scheme with a 15.5% employer contribution.

25 days annual leave (pro rata) with an additional 11 public holidays.

Opportunity to work at a city-level, working with leading industry partners and where you can make a real impact.

Inclusive working environment with regular staff engagement events and activities.

Opportunity to work in a dynamic, fun and welcoming industry.

visitBelfast



Our Values — We Are;

people centred

Our welcome is
second to none and
we embrace it

Our community, stakeholders, partners, visitors and staff are at the heart of everything we do. We strive for an inclusive, warm welcome. Our staff are proud to showcase the city of Belfast and we go the extra mile for visitors and for each other.

responsible

We champion the
city's strengths and
protect them for future
generations

Our vision is clear, future proof our city for generations to come. We encourage our visitors to make sustainable travel choices, enjoy our green spaces and attractions, and support local businesses who are working hard to make Belfast a resilient city.

influential

We have confidence and
conviction to be the best

We lead the promotion of our city. Tourism is a force for good, driving economic, environmental and social well-being. We are results-oriented and driven by our desire to do and be the best.

adaptable

We roll with the punches
and punch above our weight

Things change, and just like our weather, the world can be unpredictable. We're agile and fast moving, adapting to opportunities and dealing with challenges that lie ahead. No matter what comes our way, we ensure our visitors, staff and communities are front of mind.

collaborative

Working together
is in our DNA

We share a collective ambition to see Belfast flourish. Partnership is what sets us apart. We share information and insights to ensure our city provides the best offering to our visitors and communities.

honest

We are genuine and our
passion for Belfast is real

We promote a city we love and believe in. We share authentic stories and are proud of our progress. We are honest with our communication and promotion, we do what we say and we say what we do.

Apply Now!



CVs should be sent to:
jobs@visitbelfast.com

Visit Belfast is an equal
opportunities employer

Closing date:
12pm Friday 11th September 2026

- Late applications will not be accepted.



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Visit Belfast, 9 Donegall Square North, Belfast BT1 5GB Northern Ireland

