



## **JOB DESCRIPTION**

<b>Job Title:</b>	IT Officer
<b>Type of contract:</b>	Ongoing
<b>No of hours:</b>	35 (min)
<b>Location:</b>	Foróige Head Office, Block 12D, Joyce Way, Park West, Dublin 12
<b>Annual leave:</b>	29 days per year (prorated), plus Good Friday

## **IT OFFICER**

### **ABOUT FORÓIGE**

Foróige is an independent, non-profit national voluntary youth organisation engaged in out-of-school youth development and education. The organisation aims to enable young people to involve themselves consciously and actively in their own development and the development of society.

Foróige employs over 600 staff and involves thousands of volunteers in the creation and delivery of high-quality services to young people through the operation of over 600 Foróige Clubs, the Big Brother Big Sister Programme and over 140 General Youth Services and Special Projects. These community-based and community-supported initiatives are run throughout the country, in rural and urban environments, and generally in partnership with various voluntary and statutory agencies.

The organisation is a registered charity and is supported by a combination of statutory, philanthropic and corporate funding. Foróige is an equal opportunity employer and is committed to a policy of Equality of Opportunity in its employment practices.

### **ROLE INFORMATION**

Foróige are looking for an IT Officer to join our team, focused on supporting the organisation and its staff, as they work to improve the lives of young people in communities throughout Ireland.

The successful candidate will be a valued member of staff in a small dedicated team that works closely and supportively in a friendly, stable work environment, as part of one of Ireland's leading youth work and non-profit organisations.

This is an opportunity to develop your skills and knowledge, with hands-on experience in a broad range of technologies and systems, with the opportunity to specialise and upskill, and become subject matter experts.

The successful candidate will experience

1. working as first-line support in a busy IT department, supporting staff in communities throughout Ireland,
2. best-practise approaches to support and security for Ireland's leading youth organisation
3. and be given ownership of specific processes, applications and/or infrastructure, and will be supported in leading out on related issues and projects.

It is intended that the role is a learning and development opportunity for the successful candidate.

### **Project information**

Foróige's IT function focuses on providing technology-based solutions that help staff to improve young people's lives, in communities throughout Ireland. It also provides a consultative role, shaping and advising on the organisation's use of technology, for example in the emerging area of using technology as a means to engage young people in youth work. The Team currently consists of an IT Manager, 2 x Senior Officers and 2 x IT Officers, and this role replaces one of the current IT Officers.

### **Key Responsibilities**

The duties of the IT officer shall be notified by the Chief Executive or nominee.

These duties will include, but are not limited to:

1. **End user support of Foróige's Salesforce CRM**, used to manage our youth work, as well as many other key business functions
2. **Other End User Support** including:
  - a. supporting staff in their use of other key applications, e.g., Google Workspace
  - b. user on and off board boarding
  - c. supporting staff in their use of computers and mobile devices
  - d. account and password maintenance
3. **Reporting to the IT Manager**, and fulfilling responsibilities as part of the IT Team. Attending meetings and preparing written reports as required.
4. **Gaining a thorough knowledge of the organisation** and adhere to all organisational policies, procedures and guidelines.

### **Professional Qualifications and Experience** (E=essential; D=Desirable)

- Qualification and/ or Certification in (E):
  - Technology/ Computer Sciences National Degree standard or higher
- Or*
- Tech Industry certification in Microsoft, Salesforce, Google Workspace, or other relevant technologies
- Min. 2 years' experience in a customer facing IT support role (E)
- Good Microsoft Office skills – Word and Excel (E)
- Access to car and full driving licence (E)

- Knowledge and experience of Foróige and its programmes (D)

### **Person Specification**

- Excellent communication skills (written and verbal) (E)
- Excellent interpersonal skills, including ability to liaise with a wide range of contacts and build and maintain effective working relationships. (E)
- Communication and team working skills (E)
- Ability to be proactive, use own initiative and work effectively within a pressurised environment. (E)
- Excellent standards of accuracy and attention to detail. (E)
- Excellent organisation skills (E)

### **REQUIREMENTS OF ALL FORÓIGE STAFF** (all **Essential** requirements)

- Commitment to the purpose of Foróige and to work within the values, policies and procedures of the organisation
- To act consistently in a professional manner at all times
- To participate in regular supervision with your line manager
- Flexibility in relation to hours of work to meet the needs of the work. Work during unsocial hours may be required.
- Identify training needs with your line manager and participate in training opportunities appropriate to the role
- To undertake other duties as may be requested by the board of Foróige and /or the Chief Executive Officer of Foróige or their nominee from time to time

### **ADDITIONAL CONSIDERATIONS FOR THE ROLE**

**Location:** Based in Foróige Park West, Dublin 12, with the opportunity for remote working after probationary period

**Annual Leave:** The IT Support Officer will be entitled to 29 days annual leave pro rata plus public holidays, and plus Good Friday. The needs of the job must be considered when applying to take this leave.

**Salary:** The salary for this position will be based off of the Foróige Support Services Officer Scale: €34,250, €35,807, €37,367, €38,925, €40,486, €42,048, €43,610, €45,941, €48,270, €51,457. Starting point for this role will be point 1.

**Pension:** Contributory pension benefits.

**Training & Development:** Structured onboarding together with a 9-day Foróige Induction Programme. Ongoing CPD.

**Study Leave:** Up to 5 days paid Study Leave per year of course.

**Organisation Culture:** Support & Supervision policy and practises that supports your professional development.

**EAP:** 24/7 Employee Assistance

**Career Break:** Up to 2 years Career Break after 3 years' service.

**Unpaid Leave:** Up to 6 months Unpaid Leave Break after 1 year service

**Flexible Work:** Flexible work practices that support work life balance. (Remote Working Policy (Hybrid) applies post Probationary Period)

**Maternity and Paternity Benefit:** Top up Maternity and Paternity Benefit pay.

**Hours of work:** You will be expected to work a minimum of 35 hours per week.

**Travel:** This post will involve domestic travel within Ireland and occasional meetings. Travel and expenses will be paid in accordance with appropriate Foróige rates.

**Application:** Applications should be made by completing the online application form which is available [here](#).