



JOB DESCRIPTION

Job Title:	IT Officer
Type of contract:	Fixed Purpose- Maternity Leave Cover, 6-12 months
No of hours:	35 (min)
Location:	Foróige Head Office, Block 12D, Joyce Way, Park West, Dublin 12
Annual leave:	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 500 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 providing an opportunity for the chosen candidate to be a key part of a busy IT Department for a large not-for-profit organisation. The successful candidate will experience

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

In addition to specific duties and tasks, 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 enable staff to help young people 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, Senior Officer and an IT Officer.

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** including:
 - a. supporting staff in their use of our key systems
 - b. supporting staff in their use of computers and mobile devices
 - c. user life-cycle management (on and off board boarding)
 - d. account and password maintenance

2. **Maintenance of our infrastructure (physical, virtual and cloud-based)**, Including:
 - a. Imaging, Provisioning and supporting staff computers (Windows 10/11)
 - b. Ordering and supporting staff mobile devices (Android and iOS)
 - c. Maintenance of our Windows and Linux servers (virtual and physical), and our virtualisation stack (Vmware based),
 - d. Maintenance of Cloud services, including Google Workspace, and other bespoke web-based applications
 - e. Maintenance of Windows Active Directory
 - f. Maintenance of Networking Stack (Unifi, Fortinet) in multiple sites
 - g. Negotiating and ordering from suppliers
 - h. Daily checking of backup processes

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)

- Education to Technology/ Computer Sciences National Degree standard or higher, or equivalent Technology Certification (E)
- Strong knowledge of Microsoft Windows, incl. Windows Server (E)
- Excellent team working skills (E)
- Good Microsoft Office skills – Word and Excel (E)
- Good knowledge of computer networking (D)
- Experience in a customer services role (D)
- Experience of coding for the web, e.g. HTML5, CSS (D)
- Access to car and full driving licence (D)
- Knowledge and experience of Foróige and its programmes (D)

Person Specification

- 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 communication skills (written and verbal) (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

Medical: The successful candidate may be required to complete a medical questionnaire / undergo a pre-employment medical.

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 as per the Foróige Salary Scale from €31,643 to €34,523

Application: CV and Cover Letter to recruitment@foroige.ie