Irish Red Cross

BACKGROUND

The Irish Red Cross is part of the world's largest humanitarian relief organisation. The society provides care to the most vulnerable at home and abroad in peace, crisis and disaster. The Irish Red Cross is at the forefront of providing a range of services in health, training, social care and emergency response in Ireland.

We are now looking to recruit a highly motivated and experienced professional to work with the Irish Red Cross in supporting our IT requirements.

JOB TITLE:

IT Support Technician

RESPONSIBLE TO:

IT Manager

SUMMARY OF THE ROLE:

Reporting to the IT Manager, this role will be responsible for providing a high quality IT service to Irish Red Cross staff and Volunteers. Ensuring the smooth running of ICT infrastructure, equipment and services in the Irish Red Cross.

MAIN TASKS/RESPONSIBILITIES OF THE POSITION:

- Working closely with staff and volunteers in delivering high quality support in a professional and friendly manner.
- Ensuring the smooth running of all computer/technical equipment including Servers, Desktops, Laptops, Printers and Mobile Devices.

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Voluntary Service
Unity
Universality

16 Merrion Square, Dublin 2,
Ireland

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e info@redcross.ie

www.redcross.ie

- Ensuring the availability of IT Services to users and volunteers.
- Configuration of all software to comply with organisation policies (e.g. permissions on PC's, Servers, Internet/firewall).
- Moves, additions and changes to user/system setup.
- Maintenance of Exchange Server/Users including change requests from staff and volunteers
- Daily administration and support of MS SQL server databases
- Supporting multiple CRM applications
- Maintaining mobile account connections i.e. setting up/cancelling connections, ordering phones.
- Training staff members on applications and network set-up.
- Assists the IT Manager with other tasks as may be required.

REQUIRED SKILLS & EXPERIENCE

- 3+ years' experience in a similar role with technical knowledge of the following;
  - MS Windows Server 2008/2012
  - Active Directory
  - MS Exchange 2010 onwards
  - MS SQL Server database administration
  - VMWare
  - Networking
  - Office 2013/Office 365
- Strong analytical and problem solving skills.
- Proven ability to communicate effectively with technical and non-technical staff.

DESIRABLE SKILLS & EXPERIENCE

- Sharepoint
- IIS

APPLICATION DETAILS

Contract terms: This is a fixed term contract initially for a period of 12 months

Role Location: 16 Merrion Square, Dublin 2

Hours: 35 hours per week

Application process: Please forward curriculum vitae and cover letter including salary expectations to tpocock@redcross.ie by close of business 19th July 2016.

Commencement Date: As soon as possible.

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