

# IT Administrator, Digital Media Coordinator

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## About Us

The Congregation of the Sisters of Mercy is an International Religious Congregation established in 1831; there are currently 1250 sisters ministering in the Congregation.

The Congregation is a registered charity in Ireland, governed by the Congregation Leadership Team, who are the Trustees.

Please visit our website at [www.sistersofmercy.ie](http://www.sistersofmercy.ie) for more information.

## Reports to:

Interim – Congregation Secretary (one of CLT team members)

## Contract Type:

Permanent, Full-Time

## Location:

Congregational Leadership Team Offices, Clondalkin

## Salary Range:

€35,000 - €65,000 per annum (Median of €50,000)

([https://www.glassdoor.ie/Salaries/dublin-dublin-it-administrator-salary-SRCH\\_IL.0,13\\_IC2739035\\_KO14,30.htm](https://www.glassdoor.ie/Salaries/dublin-dublin-it-administrator-salary-SRCH_IL.0,13_IC2739035_KO14,30.htm))

## Role Summary:

The IT Administrator and Digital Media Coordinator plays a key role in supporting the IT administration, communication, infrastructure and office management for the Congregational Leadership Team. This person is responsible for the maintenance and support of computerised systems and digital communications.

## Key Responsibilities:

### 1. Technology-Based Information:

Provide technical support to CLT members and CLT Offices.

Act as the first point of escalation for all IT issues for the Congregation.

Ensure the safety and integrity of office files (both digital and physical) through secure backups and data protection practices.

Synchronise, maintain, and update the Congregational Database regularly, facilitating access to appropriate users

#### **A) System and Third-party Administration:**

- Manage office networks, servers, and user accounts, ensuring optimal system performance and security.
- Liaise with the external IT service provider to ensure updates, maintenance, and security of all IT systems, including hardware and software.
- Regularly and efficiently manage the IT provider SLAs and performance assessment, ensuring that the Congregation has adequate and sufficient support.
- Maintain a record of support requests and actions taken.

#### **B) Technical Support:**

Act as the first point of escalation for IT issues across the CLT Offices.

- Support end-users with hardware, software, and network troubleshooting, including device setups and user onboarding/offboarding.

#### **C) Data Management:**

- Manage regular data backups and recovery processes, ensuring data integrity and compliance with the Data Protection Act.
- Implement data security measures and monitor systems to prevent unauthorised access or breaches.
- Oversee the new filing setup system in conjunction with the Personal Administration Assistant.

#### **D) Other Responsibilities:**

Maintain and upgrade hardware and software assets, applying security patches and system updates as required.

Recommend improvements to IT systems that support digital communication across the CLT Offices and Branches.

### **2. IT Administration:**

Maintain and update computerised congregational files in collaboration with the Congregational Secretary.

Create graphic designs for internal and external communication (reports, cards, booklets, brochures, etc.).

Ensure consistent performance and availability of office IT infrastructure.

### **3. Support of CLT Members:**

Offer other general IT, Digital and media support as deemed necessary by the CLT.

#### **Working Conditions:**

Monday to Friday, 35 hours per week

Flexibility required on occasion to address urgent matters outside normal hours.

#### **Performance Standards:**

Quarterly performance and development reviews will be conducted.

The post holder is expected to work proactively, showing initiative, flexibility, and self-motivation in all aspects of the role.

### **Qualifications:**

Degree or diploma in Information Technology, Multimedia, Communications, or a related discipline.

Minimum of 3 years' experience in IT support, or a similar role.

Proficiency in cloud platforms (e.g., OneDrive, SharePoint), and database management.

Diploma or experience in Data protection.

Competence in design and publishing tools such as Canva, Adobe InDesign, or equivalent.

Understanding of GDPR and data protection legislation.

Experience in a not-for-profit, mission-based, or community organisation is desirable.

### **Essential Qualities:**

Excellent communication skills, both written and verbal.

Experience with digital media and social communications, ideally in a mission-based or community-focused organisation.

Proactive, flexible, and self-motivated with strong attention to detail.

Comfortable working independently and as part of a small team.

Organisational and time management skills, with the ability to multitask effectively.

### **How to Apply**

To apply, please complete the application form in full and return this to [kaitlin@hrteamservices.com](mailto:kaitlin@hrteamservices.com) before Tuesday, 29<sup>th</sup> July at 5.00pm. Note that reference checking will not take place without prior consultation with the applicant.

We are an equal opportunities employer and welcome applications from all suitably qualified candidates.