

## INSTITUTE OF PUBLIC ADMINISTRATION JOB DESCRIPTION

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**Title:**

ICT Systems Administrator, ICT Support, Grade 4

**Reporting to:**

ICT & Support Services Manager  
Director of Finance & Corporate Services

**Job Function:**

To assist the ICT Team on site in our Lansdowne Road campus in the administration, support, maintenance and development of the IT environment, infrastructure and systems used by the IPA. This includes monitoring and reporting on system performance and troubleshooting complex issues. It is also a key requirement to provide support for the enhancement and development of the Institute's digital service delivery systems.

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**Key Tasks:**

- Monitor performance and maintain all IT systems according to requirements.
- Oversee security patch management schedules.
- Oversee backup schedules and systems.
- Install and configure IT hardware, software, systems and peripherals.
- Manage network servers and technology tools.
- Manage user accounts in all IT systems. (student account and supports)
- Respond in a timely manner to service issues and requests.
- Provide technical end-user support across the Institute to staff members, clients and students.
- Test new technologies.
- Maintain technical documentation, manuals and IT policies.
- Champion IPA online digital delivery systems.
- Support and develop in - class audio visual systems and processes

### **Experience and Qualifications**

The applicant is required to have completed an IT- related third level qualification and have at least two years experience working as an IT System Administrator. Experience in LMS management and video auditing tools is preferable.

Experience in some or all of the following would be an advantage: Moodle, Panopto, Microsoft 365, Microsoft SQL server, Hyper-V Infrastructure, Veeam Back-up Systems, Dell Sonic Firewall Security Software, and the MS Office Suite. In addition, the following personal attributes are essential:

- Excellent communication skills.
- Critical and creative thinking attributes.
- Excellent interpersonal and analytical skills.
- An enthusiastic approach to problem solving at all levels.
- An ability to work as part of a team.
- An aptitude for audio visual technologies.

### **General Conditions**

The position is full time. The salary scale ranges from €35,560 to €56,725 (including two long service increments) per annum pro rata.

### **Working Hours:**

Due to the nature of the support the Systems Administrator will be required to work onsite in our premises on Lansdowne Road, Dublin. The IPA operates all year round on a standard academic calendar. During the academic cycle, onsite support is required for evening and weekend lectures. The Systems Administrator will be required to work a 37-hour week, on a rota basis, to cover these core hours.

### **How to apply**

Closing date for receipt of applications is **Friday 23 October 2020, by 17.30.**

Please email your curriculum vitae together with a covering letter stating the title of the post applied for and how you meet the requirements to [recruit@ipa.ie](mailto:recruit@ipa.ie) by the deadline.