

## ROLE PROFILE

<b>JOB TITLE:</b>	Senior IT Administrator	<b>REPORTING TO:</b>	Head of Digital Protection
<b>TEAM:</b>	IT	<b>DATE:</b>	March 2023
<b>LOCATION:</b>	Blackrock, Co. Dublin, Ireland	<b>CONTRACT TYPE:</b>	Permanent
<b>WEEKLY HOURS:</b>	Full-time, 35 hours per week	<b>SALARY:</b>	Scale 4

### Principal Objectives:

Front Line Defenders has been steadily growing its programmes and support to human rights defenders at risk globally over the last number of years. As the organisations grows, so too do our IT needs. It is critical that we build and maintain secure, efficient, flexible and agile IT systems, in order to meet our mission to protect and support human rights defenders who are at risk as a result of their work. This role is provides essential support to all of our programmings, and touches on all aspects of our work.

The purpose of the IT team is ensure that our programmes, staff and fellows are able to continue their work using secure IT and communication systems.

The purpose of this role is coordinate the work of the team to respond to the needs of the entire organisation to ensure the design, implementation, administration and support of efficient and secure digital communication and information systems, including storage and processing for the entire organisation.

### Responsibilities:

#### Key Responsibilities

#### ***Providing management and leadership for the IT Team to develop and deliver the team vision and plans***

- Developing the shared vision for organisation IT, clarifying roles and responsibilities, establishing ways of working within the team, and with others groups such as human resources, office administration and programme teams.
- Line Management of the IT Administrators through directing and supporting the IT Administrators: co-develop objectives of the work, implementation plans, monitors performance and progress, assist in identify challenges and finding solutions.
- Ensure the organisation's vision, mission, ethos and values are widely known and embedded within your team.
- Nurturing an inclusive, values-driven, supportive organisational culture with a focus on delivering impact for human rights defenders in line with the organisation's mission

## **Developing and leading the organisational vision for secure and efficient IT systems and processes.**

- Leading on the development and implementation of organisational systems, procedures and policies to support the efficient functioning of the organisation
- Strategic design: Developing a long term ICT strategy and vision for the organisation. Keep track of trends and developments in the ICT sector to ensure we use up-to-date, innovative technology.
- Network Administration: Ensure the office connection to internet and back-end network infrastructure operates reliably. Manage the core switches and firewalls.
- Systems Administration: Support and grow the infrastructure of servers and services to be used by staff, ensuring they run reliably and efficiently. Coordinates relevant IT purchases. Upgrade, install, and configure new hardware and software to meet organisations objectives. Perform diagnostic tests and debugging procedures to optimize IT systems. Create user accounts and performing access control. Document processes, as well as back up and archive data. Develop data retrieval and recovery procedures.

## **Ensure IT systems and networks security**

- Systems and Network Security: Maintain and monitor reliable level of security on Servers, Network devices, workstations and other peripherals used within FLD.
- IT and Security Policy: Develop, maintain and implement of the organisational IT Security policy. Ensure that security monitoring, auditing and alerting tools and network traffic analysis is carried out.
- Risk Management: Support the organisation risk management processes, though tracking and monitoring IT related risks, and ensuring appropriate and adequate risk management responses are in place.

## **IT Support and Training**

- IT Support: Identify the nature of problems, determine appropriate actions, prioritise and escalate if necessary. Direct and assist the IT Administrators in supporting staff, fellows and volunteer with troubleshooting and fixing their technical issues, as needed.
- Training: Direct and support the IT Administrators in developing an organisational IT training programme, delivering training and creating reference resources and guides for staff, fellows and volunteers.
- MIS: Provide direction and support to organisation information management systems such as HRMIS and the CRM Database
- Phones System: Provide direction and organisational support to the staff mobile phones and the 24 hour emergency line
- Financial Management: Manage the budget and allocation of resources for organisational ICT needs.
- Reporting: Generating reports and summary of activities as required.

*This job description is intended as a summary of the primary responsibilities of and qualifications for this role. The job description is not intended as inclusive of all duties an individual in this position might be asked to perform based on requirements either now or in the future.*

### **Key Relationships :**

Directly line managing two IT Administrators.

#### **Internal:**

Head of Digital Protection, Directors and Managers and all staff and fellows

#### **External:**

Providers of IT and communication equipment

### **Salary Range**

€50,500 to €67,792 per annum (12 points)

Placement on the range will be commensurate with experience and qualifications

Benefits include:

24 days annual leave, pension scheme, health insurance, death in service benefit, income protection and an employee assistance programme.

### **Person Specification**

#### **Knowledge and Skills:**

##### Qualifications Essential:

- Recognised ICT degree or equivalent experience.

##### Knowledge

- Management experience of small IT team.
- Best practices with IT systems, networks, and related technologies

##### Technical Skills

- Installation, configuration and support of PCs, laptops, tablets, smartphones and related hardware and software
- Administering major operating systems like: Windows, Mac OS, Android, iOS and GNU Linux (most importantly Ubuntu)

- Data backup and retrieval processes
- Networking skills & experience with both hardware devices and software – Firewalls, Routers, Switches, WiFi, etc.
- Virtualisation Technologies
- Mobile Device Management
- Anti-virus and threat management
- Produce and update relevant documentation and procedures

#### Interpersonal Skills

- Excellent communication skills, both verbal and written
- Can communicate technical solutions effectively to non-technical audiences
- Flexible, responsive and adaptive problem solving attitude and approach.
- Highly organised and proactive in solving problems
- Highly self-motivated professional with keen attention to detail
- Positive and confident attitude
- Ability to exercise strong time management skills
- Work effectively independently and as part of a team. Good team player, willing to assist and share knowledge. Ability to manage small teams.
- Delivery and service focused
- Provides a flexible service that is responsive to the needs of the organisation and individuals
- Demonstrates an ability to manage and develop self and others in a busy working environment.
- Approachable and available for advice and support.

#### **Experience:**

##### Essential:

- Extensive (at least five years experience in a similar role) practical experience and knowledge of below aspects is needed:
  - IT systems security of both hardware and software, servers, network devices, workstations, phones and other peripherals
  - Strong analytical troubleshooting skills with a logical, analytical approach to problem solving
  - Experience with aspects of project management, such as budgeting and scheduling

##### **Other requirements:**

- Availability for urgent calls and problem solving during nights and weekends as needed.

***Front Line Defenders reserves the right to close this vacancy early and make an***

***appointment before the designated advertising closing date, therefore, if you are interested please submit your application as early as possible for consideration.***

<b>Competencies:</b>
1. Building Effective Work Relationships
2. Collaborative Working
3. Communication With Each Other
4. Decision Making & Problem Solving
5. Exercising Good Judgement

**Front Line Defenders is an Equal Opportunities Employer**