IT Administrator, Digital Media Coordinator

**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>)

**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

1. **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.

1. **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.

1. **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.

1. **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, 29th 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.

Congregation of the Sisters of Mercy

Congregación de las Hermanas de la Misericordia

A blue and white cross

AI-generated content may be incorrect.

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| **Position Applied for:** | IT Administrator, Digital Media Coordinator |
| **Applicant Name:** |  |
| **Applicant Ref No** (Office use only): |  |

**Applicants must clearly outline on their application forms how their qualifications and experience meet each of the essential and preferred criteria.**

To ensure equality of opportunity for all applicants:

* Applications should be completed in no smaller than size 10 font.
* Applications by fax are not acceptable unless by prior agreement with the organisation;
* If you have a disability and this precludes you from completing this application form and / or submitting it by the closing date, please contact [kaitlin@hrteamservices.com](mailto:kaitlin@hrteamservices.com) for alternative arrangements and / or reasonable accomodations.

**Do not submit a CV unless otherwise asked in the advertisement to do so, as it will not be considered.**

**Late or incomplete applications will not be considered.**

**Personal Details**

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| --- | --- | --- |
| Title (Mr/Mrs/Ms/Miss) | Surname | Forename(s) (Please underline name by which you are known) |
|  |  |  |
| Address | Home Tel No | Work Tel No |
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| Mobile Tel No | E-Mail Address |
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| Postcode | Do you hold a current full driving licence?  (YES/NO) | Do you have the use of a vehicle for business purposes **OR** have access to a form of transport which will enable you to meet the requirements of the post in full? (YES/NO) |
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**Education and Qualifications**

Please give details of qualifications obtained at secondary and further and higher education level. Successful applicants will be asked to supply original certificates upon offer of employment.

**Secondary level:**

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| --- | --- | --- | --- | --- | --- | --- |
| Date From: | Date To: | Type of School/College | Subject | Examinations Passed | | |
| Level | Grade | Date Awarded |
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**Further and higher education:**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Date From: | Date To: | Type of School/College | | Subject | Examinations Passed | | |
| Level | Grade | Date Awarded |
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| **Membership of professional institutions/associations**  (Please give details of joining date, status held and membership numbers) | | |  | | | | |

**Additional Qualifications and Training:**

Please provide details of any additional qualifications and training you have undergone.

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| Qualification/Training | Dates (From – To) | Result/Achievement |
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**Employment History:**

Please outline your career history to date beginning with your most recent employment. **Please provide reasons for any gaps in employment.**

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| --- | --- | --- |
| Name of Current Employer | Nature of Organisation and Sector | Title of Position(s) Held |
|  |  |  |
| Job Title of Line Manager(s) | Dates (Month and Year)  From –To | Reason for seeking to leave |
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| Principal Duties of Post(s) Held | | |
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| --- | --- | --- |
| Name of Previous Employer | Nature of Organisation and Sector | Title of Position(s) Held |
|  |  |  |
| Job Title of Line Manager(s) | Dates (Month and Year)  From -To | Reason for leaving |
|  |  |  |
| Principal Duties of Post(s) Held | | |
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**Employment History Continued:**

Please outline your career history to date beginning with your most recent employment. **Please provide reasons for any gaps in employment.**

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| --- | --- | --- |
| Name of Current Employer | Nature of Organisation and Sector | Title of Position(s) Held |
|  |  |  |
| Job Title of Line Manager(s) | Dates (Month and Year)  From –To | Reason for seeking to leave |
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| Principal Duties of Post(s) Held | | |
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| --- | --- | --- |
| Name of Previous Employer | Nature of Organisation and Business Sector | Title of Position(s) Held |
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| Job Title of Line Manager(s) | Dates (Month and Year)  From -To | Reason for leaving |
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| Principal Duties of Post(s) Held | | |
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**Selection Criteria:**

As part of the application process you are required to provide specific examples below of how you meet the essential and desirable criteria. This information will be used to assess your suitability for the post and so you should therefore complete in as much detail as possible. Failure to provide sufficient information/detail may risk your application not being short-listed.

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| **Qualifications: A degree or diploma in Information Technology, Multimedia, Communications, or a related discipline.**  **Please confirm if you have a degree in Information Technology, Multimedia, Communications, or a related discipline.** |
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| **Qualifications: Minimum of 3 years’ experience in IT support, or a similar role.**  **Please demonstrate your experience in IT support, or a similar role.** |
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| **Qualifications: Proficiency in cloud platforms (e.g., OneDrive, SharePoint), and database management.**  **Please demonstrate any experience with working with cloud platforms and database management systems.** |
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| **Qualifications: Diploma or experience in Data Protection.**  **Please confirm if you have a diploma or experience in Data Protection.** |
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| **Qualifications: Competence in design and publishing tools such as Canva, Adobe InDesign, or equivalent.**  **Please demonstrate your competence in design and publishing tools.** |
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| **Qualifications: Understanding of GDPR and data protection legislation.**  **Can you outline your understanding of GDPR and data protection legislation?** |
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| **Qualifications: Experience in a not-for-profit, mission-based, or community organisation is desirable.**  **Can you describe your experience in non-for-profit, mission-based or community organisations?** |
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| **Essential Qualities: Excellent communication skills, both written and verbal.**  **Please demonstrate, with examples, how you have shown excellent communication skills, both written and verbal.** |
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| **Essential Qualities: Experience with digital media and social communications, ideally in a mission-based or community-focused organisation.**  **Can you demonstrate your experience with digital media and social communications, ideally in a mission-based or community-focused organisation?** |
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| **Essential Qualities: Proactive, flexible, and self-motivated with a strong attention to detail.**  **Can you demonstrate, with examples, how you have been proactive, flexible, and self-motivated with a strong attention to detail in a previous role?** |
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| **Essential Qualities: Comfortable working independently and as part of a small team.**  **Can you demonstrate how you are comfortable working independently and also as part of a small team?** |
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| **Essential Qualities: Organisational and time management skills, with the ability to multitask effectively.**  **Can you demonstrate your organisational and time management skills, and how you multitask effectively?** |
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| **Other Relevant Information**  Please include any other information, which you believe is relevant to your application for this post. |
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| **Disability**  Please specify if you have a disability which requires any reasonable accommodations to be made in order for you to participate in the recruitment process (i.e. assessment day or interview), and/or to perform the duties of the post applied for. Please provide details of any adjustments required. |
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**Data Protection**

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| **Data protection statement** |
| All of the information collected in this form is necessary and relevant to the performance of the job applied for. We will use the information provided by you on this form, and by the referees you have noted, for recruitment purposes only. The Organisation will treat all personal information with the utmost confidentiality and in line with current data protection legislation.  Should you be successful in your application, the information provided, and further information which will be gathered at the relevant time, will be subsequently used for the administration of your employment and in relation to any legal challenge which may be made regarding our recruitment practices.  For more information on how we use the information you have provided, please see our privacy notice for  job applicants which is attached to this form. |

**Referees**

Please supply details of two **previous employers** (including current/most recent employer), who have agreed to act as referees, neither of whom should be related to you. It is not our policy to contact referees prior to offer of employment; however, should we require to do so we shall seek permission from the applicant beforehand.

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| Current/most recent employer | |
| Name: |  |
| Job Title: |  |
| Employer Name: |  |
| Relationship to you: |  |
| Address: |  |
| Email: |  |
| Telephone: |  |

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| --- | --- |
| Previous Employer: | |
| Name: |  |
| Job Title: |  |
| Employer Name: |  |
| Relationship to you: |  |
| Address: |  |
| Email: |  |
| Telephone: |  |

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| Current/Most Recent Salary: |  |
| Date of last salary increase: |  |
| Benefits: |  |
| Length of Notice Required: |  |

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| **Restrictions on Employment**  If yes; please provide details and include expiry date of any visas or work permits |
| Are there any restrictions to you working in Ireland? **YES / NO** (please delete as appropriate) |

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| **Declaration** |
| I declare that the information contained in this application is true and accurate. I understand if it is subsequently discovered that any statement is false or misleading, my employment may be terminated without notice.  If you wish to submit your application via email, please tick the below to confirm that the information provided is correct, otherwise please sign the declaration below. |

**PLEASE NOTE:** Any candidate found to have knowingly given false information, or to have willfully suppressed any material fact will be liable to disqualification, or if appointed, to dismissal.

I declare that the information above is complete and correct to the best of my knowledge.

**Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Recruitment Privacy Notice**

**Data controller: The Congregation of the Sisters of Mercy**

As part of the recruitment process, the organisation collects and processes personal data relating to applicants. The organisation is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations.

**What information does the organisation collect?**

The organisation collects a range of information about you. This includes:

* your name, address and contact details, including email address and telephone number;
* details of your qualifications, skills, experience and employment history;
* information about your current level of remuneration, including benefit entitlements;
* whether or not you have a disability for which the organisation needs to make reasonable adjustments during the recruitment process;
* information about your entitlement to work in Ireland; and
* equal opportunities monitoring information, including information about your ethnic origin, sexual orientation, health, and religion or belief.

The organisation collects this information in a number of ways. For example, data might be contained in application forms or CV’s, from your passport or other identity documents, or collected through interviews or other forms of assessment.

The organisation will seek information from third parties only once a job offer to you has been made and will inform you that it is doing so.

Data will be stored in a range of different places, including on your application record, in HR management systems and on other IT systems (including email).

**Why does the organisation process personal data?**

The organisation needs to process data to take steps at your request prior to entering into a contract with you. It also needs to process your data to enter into a contract with you.

In some cases, the organisation needs to process data to ensure that it is acting in a fashion that is legally compliant. For example, it is required to check a successful applicant's eligibility to work in Ireland before employment starts.

The organisation has a legitimate interest in processing personal data during the recruitment process and for keeping records of the process. Processing data from job applicants allows the organisation to manage the recruitment process, assess and confirm a candidate's suitability for employment and decide to whom to offer a job. The organisation may also need to process data from job applicants to respond to and defend against legal claims.

The organisation processes health information if it needs to make reasonable adjustments to the recruitment process for candidates who have a disability. This is to carry out its obligations and exercise specific rights in relation to employment.

Where the organisation processes other special categories of data, such as information about ethnic origin, sexual orientation, health or religion or belief, this is for equal opportunities monitoring purposes as permitted by the Data Protection Act 2018

The organisation will not use your data for any purpose other than the recruitment exercise for which you have applied.

**Who has access to data?**

Your information will be shared internally for the purposes of the recruitment exercise. This includes members of the HR and recruitment team, interviewers involved in the recruitment process, managers in the business area with a vacancy and IT staff if access to the data is necessary for the performance of their roles.

The organisation will not share your data with third parties, unless your application for employment is successful and it makes you an offer of employment. The organisation will then share your data with former employers to obtain references for you, employment background check providers to obtain necessary background checks and Garda Vetting to obtain necessary criminal records checks.

The organisation will not transfer your data outside the European Economic Area.

**How does the organisation protect data?**

The organisation takes the security of your data seriously. It has internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by authorised employees in compliance with their job roles.

**For how long does the organisation keep data?**

If your application for employment is unsuccessful, the organisation will hold your data on file for 6 months after the end of the relevant recruitment process. If you agree to allow the organisation to keep your personal data on file, the organisation will hold your data on file for a further 6 months for consideration for future employment opportunities. At the end of that period, or once you withdraw your consent your data is destroyed.

If your application for employment is successful, personal data gathered during the recruitment process will be transferred to your personnel file and retained during your employment. The periods for which your data will be held will be provided to you in a new “employee” privacy notice.

**Your rights**

As a data subject, you have a number of rights. You can:

* access and obtain a copy of your data on request;
* require the organisation to change incorrect or incomplete data;
* require the organisation to stop processing your data
* object to the processing of your data where the organisation is relying on its legitimate interests as the legal ground for processing; and
* ask the organisation to stop processing data for a period if data is inaccurate or there is a dispute about whether or not your interests override the organisation's legitimate grounds for processing data.

If you would like to exercise any of these rights, please contact Sister Mary Conway, Congregation of the Sisters of Mercy, 13/14 Moyle Park | Convent Rd. | Clondalkin | Dublin 22 | D22 HR94 | Ireland.

You can make a subject access request by completing the organisation's form for making a subject access request.

If you believe that the organisation has not complied with your data protection rights, you can complain to the Data Protection Commission.

**What if you do not provide personal data?**

You are under no statutory or contractual obligation to provide data to the organisation during the recruitment process. However, if you do not provide the information, the organisation may not be able to process your application properly. If your application is successful, it will be a condition of any job offer that you provide evidence of your right to work in Ireland and satisfactory references.

You are under no obligation to provide information for equal opportunities monitoring purposes and there are no consequences for your application if you choose not to provide such information.