



## Systems Administrator

iScoil is the leading online education provider in Ireland for young people aged 13–16 who are not in mainstream school. Learners are referred to iScoil through Tusla’s Educational Welfare Service.

We deliver a flexible, personalised, and evidence-informed learning model, accredited by Quality and Qualifications Ireland (QQI). The programme delivers excellent learning outcomes and a high progression rate, supporting learners to move confidently into further education, training, employment, or a return to school. At iScoil, learners are at the centre of everything we do.

You will join a dedicated and collaborative team that values inclusivity, diversity, and equitable access to education, working together to create meaningful opportunities for young people to re-engage, build self-esteem, and succeed.

### The Role

The Systems Administrator is responsible for the maintenance, security, and optimisation of iScoil’s IT infrastructure, including all hardware and physical assets, ensuring operational stability and compliance with regulatory frameworks.

The successful candidate will lead the management and development of our Salesforce CRM, website, and Google Workspace, and the technical deployment of our Virtual Learning Environment (Moodle). They will ensure the technical foundation of the organisation is secure and efficient, providing support and training to staff throughout the organisation.

**Responsible to:** Chief Operating Officer

**Key working relationships:** Learning Technologist and external managed service partners.

# Key Responsibilities

## Platform & Infrastructure Management:

- Lead the administration, development and optimisation of iScoil's CRM (Salesforce), Google Workspace, and website (WordPress)
- Lead the technical deployment of the Virtual Learning Environment (Moodle), including version and point upgrades, and coordination with external partners to ensure server-side stability
- Execute custom frontend code (including HTML, CSS, JS, and jQuery)
- Monitor and update integrations to ensure seamless data transfers
- Lead the procurement, setup, and ongoing maintenance, encryption and management of all IT hardware, including laptops, printers, and networking equipment
- Conduct regular technical and workflow audits
- Liaise with external vendors to manage ongoing service level agreements and technical developments

## Cybersecurity, Compliance & Disaster Recovery:

- Ensure security and data protection compliance through regular audits, tests, and the management of identity protocols (SSO, DKIM and MFA)
- Ensure compliance with all regulatory pillars and undertake regular audits
- Lead the implementation of data retention policies across platforms
- Develop, test and manage the strategy for disaster recovery, ensuring stakeholders are informed during system outages

## Training and Support:

- Provide hardware and platform training to all new staff
- Identify emerging training needs and deliver training to meet these needs
- Provide technical support to staff across platforms and regularly update staff how-to guides
- Provide data and reports to inform a variety of iScoil functions

## Strategy and Policy:

- Keep up-to-date with technical and regulatory developments and advise on emerging risks and opportunities

- Undertake reviews of organisational standards and practice in relation to regulatory obligations, industry standards, and internal policies for safeguarding sensitive data, protecting IT assets, and reducing information security risk
- Contribute to the development of organisational technical policies and procedural manuals
- Identify opportunities for platform innovation and conduct technical feasibility studies in collaboration with the Learning Technologist
- Collaborate with non-technical staff across the organisation to develop platforms and workflows, translating non-technical requirements into technical solutions
- Maintain comprehensive technical documentation and "how-to" guides for all managed systems

## Criteria

### Essential Knowledge and Experience:

- A relevant qualification at Level 8 (or equivalent) on the NFQ
- A minimum of three years' experience in a systems administrator or similar technical lead role
- Strong technical proficiency including hands-on experience with HTML, CSS, JavaScript, and jQuery
- Proven experience in CRM administration (Salesforce an advantage) and Google Workspace (or similar) management
- Experience of website maintenance (WordPress an advantage) and hosting environments
- Demonstrable experience in regulatory compliance (GDPR, WCAG, ISO/IEC 27001), data encryption, and cybersecurity protocols
- Knowledge of incident response and data breach protocols

### Essential Skills and Competencies:

- Operational Independence: The ability to work independently and manage competing priorities in a fast-paced environment
- Communication: Excellent ability to translate between non-technical user requirements and technical solutions, with experience of working with and supporting a remote team

- Problem-Solving: Strong analytical skills with a solution-orientated mindset for IT troubleshooting
- Collaboration: Ability to work cross-functionally across the organisation

### **Desirable Knowledge and Experience:**

- System-specific qualifications
- Experience in managing technical development cycles
- Experience in VLE administration (Moodle an advantage)
- Experience with tools such as Google Looker Studio or advanced Salesforce Dashboards
- LAMP stack and cloud server hosting experience
- Hands-on PHP experience
- Experience of website design and development

## **What iScoil Can Offer**

- A culture of innovation in education
- A hybrid working model
- A salary commensurate with skills and experience
- Employer pension contributions
- Favourable annual leave

## **Terms and Conditions**

- Contract: This role is full-time. Appointment is subject to Garda vetting and reference checks
- Location: Hybrid role with an office base at iScoil's office in Acorn Centre, Blackpitts, Dublin 8

## **How to Apply**

Application is by CV and cover letter to [recruitment@iscoil.ie](mailto:recruitment@iscoil.ie) with "Systems Administrator" in the subject line.

All queries about the role should be sent to [recruitment@iscoil.ie](mailto:recruitment@iscoil.ie).

Interviews are expected to be held the week beginning the 22nd June 2026.

The deadline for applications is 5pm Wednesday 3rd June 2026.