



<b>Role</b>	IT Officer (one year contract)
<b>Reporting to</b>	The CEO
<b>About Grow</b>	<p>Grow Mental Health has a vision of and Ireland where no one need to navigate mental health challenges or life's struggles alone.</p> <p>Grow Mental Health (Grow) is a community of people drawn together by our first-hand experience of mental health challenges. With over 60 years' experience supporting people in personal growth and recovery, we provide a space where people can tell their story in a confidential and friendly setting.</p> <p>Using a world renowned, evidence-based program, our members meet weekly, establish friendships, and begin their unique journey towards mental wellbeing. Funded by the HSE and fundraising activity, Grow operates through a national network of peer support groups that encourage positive action through shared wisdom and practical guidance. Meetings are weekly, are confidential, open to all individuals over 18, no referral is needed.</p> <p>Employees work directly and indirectly with Grow groups and members of the public. The main types of direct work are encouragement of the peer support process which includes group member empowerment, connecting to resources, experiential sharing, building community, relationship building, group empowerment, skills building, mentoring, goal setting, self-esteem building and socialization. The main types of indirect work are group planning and development, administration, awareness raising, fundraising, team communication, supervision, training, providing support, education, information gathering and verification.</p> <p>Whatever the role, Grow expects its employees to be familiar with the essence of the Grow community, that each individual is a unique and valuable person with potential to Grow. Grow employees are highly valued members of the Grow community, contributing their knowledge and skills and growing in expertise in their role.</p>
<b>About the Role</b>	<p>The purpose of the role is to work directly with the CEO, employees at Grow, members of the national team and members of the regional teams within Grow Mental Health to advance IT capability and ensure compliance with IT and security best practices and regulation. Working within the goals and targets of the organization and other stakeholders, it's about how IT can enable efficiencies within Grow Mental Health so that support staff can focus on delivering the services that are so vital to our members and service users.</p>

<b>Guidance and Authority</b>	<p>This role will report to the CEO and is expected to operate with autonomy. However, periodically the role may be directed by the work of the IT working Group and you will be expected to attend those meetings.</p> <p>Examples of this include -</p> <p>Where resistance is experienced in the development of good practice and implementation of policy or strategic objectives</p> <p>where practice or proposed practice places stakeholders in a position of risk</p> <p>where the decision will have a significant impact on the workload of others</p>
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<p><b>Key Responsibilities</b></p>	<p><b>Day to day operations</b></p> <ul style="list-style-type: none"> <li>• Provide first-level support for all IT related issues and queries.</li> <li>• Manage the Grow Office 365 tenant according to Microsoft best practice. Troubleshoot and resolve hardware, software and network issues as they arise</li> <li>• Liaise with and enlist support from IT third parties including our IT Managed Service Provider, app developers and others to ensure that work is carried out for reasonable costs and in the best interests of Grow.</li> <li>• Assist with setting up new user accounts and workstations.</li> <li>• Ensure principles of least privilege are applied along with other security best practices throughout the Grow IT environment</li> <li>• Install, configure and update software upgrades and patches.</li> <li>• Network access, data and backup security and suitability of all new software and hardware introduced to the Grow environment</li> <li>• Find suitable IT solutions to help Grow employees meet the goals of the organisation</li> <li>• Implement and maintain security measures for network protection Fulfil GDPR requests for Grow.</li> <li>• Aid Grow in reducing IT costs where possible</li> <li>• Train the Grow team in IT best practices</li> <li>• Aid with ongoing digitization of Grow’s services</li> </ul> <p><b>Projects</b></p> <ul style="list-style-type: none"> <li>• Develop and maintain robust, practical, IT policies for Grow, and monitor and ensure compliance throughout the organisation</li> <li>• In partnership with other stakeholders, develop regular IT budgets and plans</li> <li>• Improve efficiencies and future proof the overall IT footprint within Grow</li> <li>• Aid function owners in Grow in improving areas like Payroll, Time Management, Accounting, Learning and Development, and others.</li> </ul> <p><b>Reporting</b></p> <ul style="list-style-type: none"> <li>• Report on IT project timelines and costs including where they have differed from original plans</li> <li>• Regular reporting on usage, performance, cost, security, compliance of IT infrastructure in Grow.</li> <li>• Document IT procedures, processes and policies.</li> <li>• Manage IT assets.</li> </ul>
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<p><b>Other Information</b></p>	<p>In addition to the duties and responsibilities listed above, the role holder may be required from time to time to perform other duties as deemed reasonable and necessary by the employer. The job holder may also be required to work or attend training/meetings at another location. As much notice as is reasonably practicable will be given of any such requirement/ change.</p> <p>At Grow, we are committed to our mission to create new hope and meaning by empowering people to develop their own positive mental health and it is important that all team members share our values of hope, connection, inclusion, integrity, and support.</p>
<p><b>About You</b></p>	<p>Be comfortable making technical architecture decisions in Office 365, G Suite or a similar cloud platform, with a history that backs up this confidence. And familiar with the app ecosystem within Office 365.</p> <p>Working knowledge of IT systems and networking concepts such as firewalls, switches, active directory, subnets, virtual machines, and others.</p> <p>Familiar with security concepts such as principles of least privilege and security best practices within a midsize organization</p> <p>Experience writing IT policies that were implemented in an organization</p> <p>Experience liaising with third party service providers on behalf of an organization</p> <p>Experience deciding and implementing IT budgets</p> <p>Experience scoping and breaking down projects to ensure they are resourced accordingly and completed in a timely manner</p> <p>Experience reporting regularly to a CEO / Board</p> <p>Experience leading technical discussions between technical and non-technical staff</p> <p>A friendly disposition and experience explaining technical concepts to non-technical users in ways that they understand.</p> <p>Experience managing multiple priorities and expectations from multiple stakeholders</p> <p>Good initiative to proactively report and fix problems, and seek out ways to improve the overall IT footprint in Grow</p> <p>Excellent written and interpersonal skills</p> <ul style="list-style-type: none"> <li>- Salary 32,410</li> <li>- 21 hours per week</li> <li>- Working remotely or at a Grow office near you.</li> <li>- Annual Leave; 8% of your contracted hours</li> </ul>