



Social and Health Education Project CLG (SHEP) is a Community Education & Development Project established in 1974. In solidarity and partnership with others we seek to foster the well-being of people, families, communities and the wider world and to contribute to building a healthy, loving, socially just and sustainable way of living. We are core-funded by the HSE as a Section 39 Voluntary Organisation.

## INFORMATION & COMMUNICATION TECHNOLOGY OFFICER

*Part-time (four days per week or equivalent)*

*(Job sharing can be considered)*

*Contract of Indefinite Duration*

### Job Description

Job Title:	Information & Communications Technology Officer
Employed by:	Social and Health Education Project CLG
Location:	The Old Primary School, Ardfoyle Avenue, Ballintemple, Cork. Some element of remote working can be negotiated, but the role will require a significant on-site presence.
Funded by:	This position is funded by funding from the HSE-South West and private funding (The Perry and Sandy Massie Foundation). This funding is not permanent funding (though we consider the role to be a permanent role on the SHEP team).
Contract:	Contract of Indefinite duration
Reporting to:	Project Director
Liaising with:	The Information & Communications Technology Officer will liaise with all staff as necessary and Project Coordinators in particular.
Hours:	Four days per week (or equivalent). Flexible working arrangements are available. Job sharing of this role can be considered.
Salary:	The gross salary will be based on points 1-4 below, depending on the experience of the successful applicant:

	Point 1	Point 2	Point 3	Point 4
Four Days Per Week	€27,216	€28,978	€29,685	€31,471
Based on (Full-time Equivalent):	€34,021	€36,222	€37,106	€39,339

All staff contribute 5% of salary to a PRSA and SHEP contributes 10% of gross salary to the PRSA as an employer contribution.

Annual Leave: 20 days per year (based on 25 days for a full-time role.)

## Job Summary

SHEP has committed significantly increased resources over the last five years to modernise our work systems and deepen the integration of technologies into our work practices. This position was created in the Project in 2020 and is now vacant. The job role has been instrumental to our progress in: modernising systems; developing the Project's technological capacity and literacy; advancing effective communication amongst our community; heightening the Project's social media, website and online presence; supporting online training capacity; procurement; licencing and technology risk management. This is an exciting opportunity for the right person and for SHEP to further innovate and build on that progress. We offer a supportive work environment in a dynamic community and voluntary organisation.

The nature of the role is likely to evolve over time.

## Specific responsibilities

The specific responsibilities of the Information & Communications Technology Officer will be to:

- Continue the modernisation of SHEP through the development of **business information, electronic and digital systems** in the project, the integration of these systems and the training of relevant staff so that they upskill in the use of such electronic systems.
- To support the Project over the coming years to navigate AI and embrace **AI** in an appropriate manner.
- To provide technical support regarding ICT systems, liaise as appropriate with our ICT contracts (we want to reduce our reliance on the contractors); and oversee budgets etc regarding annual licences etc.
- Oversee **social media communication**, including Website, Facebook, Instagram etc – and build capacity of staff to support effective communication.
- Work with colleagues to continue to develop the **on-line learning infrastructure** for SHEP online courses, using platforms such as CANVAS.
- Support the Project through digital marketing analytics.
- Provide assistance to the Project Director when needed (particularly in terms of communications).
- The post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post while in office.

## Person Specification

Please note that we see this as a developmental opportunity for the right candidate. The right candidate for this position may not have all the ideal competencies: what are essential are motivation and capacity. We are committed to providing support and training so that the right candidate will continue to upskill over time.

## Skills / Competencies and/or Knowledge:

- A clear and proven commitment to the values espoused by SHEP, including social justice and equality
- Understanding of and capacity in Business Information Systems
- Understanding of electronic systems such as databases (such as Mindaclient; Stripe, etc) and CRM
- Knowledge of Wordpress and capacity for website design and development
- Strong understanding of AI principles, processes and tools – as well as the capacity to support the project to become AI ready
- Capacity to appropriately and creatively use social media platforms
- Knowledge of and capacity with on-line education platforms such as Canvas or Moodle
- Understanding of compliance requirements such as GDPR
- Excellent interpersonal skills.
- Excellent organisational skills

- Capacity to work collaboratively as part of a small team.
- Ability to work on own initiative and manage one's own time.
- The ability to build effective working relationships with a variety of stakeholders.

**Qualifications for the Post**

- Ideally, a degree or certificate in Business Information Systems, Digital Humanities; Communications or a related discipline. We are open to accepting applications from experienced candidates without a such formal qualifications. Cisco/ Comptia IT / Microsoft/ Google related certifications are acceptable.

**Relevant Work Experience**

Relevant work experience will be a clear advantage but we are very open to accepting applications from applicants with strong, relevant qualifications but limited experience in the workplace.

**Other desirable eligibility criteria specific to the post**

- Photographic capacity
- Experience of the SHEP Training Programme
- Experience of being a participant of on-line training