

**INTERNALLY & EXTERNALLY ADVERTISED**

**ICT CONTROLLER**

**Reporting to:** ICT Director

**Location:** SAM, Newpark Industrial Estate, Greystone Road, Antrim

**Contract type:** Permanent, Full Time, 42.5 hours per week (Monday – Friday 8.30am to 5pm)

**Job Summary**

To deliver the strategic objectives of the company as set out by the senior management team and to work with SAM users to identify requirements for the creation and improvement of integrated information systems, ensuring consistent data management and minimal duplication across departments and sites.

**Main Responsibilities of the Job**

* To assist with ICT project activities, ensuring project milestones are met and all stake holders are kept informed on progress.
* To assist in the management and development of in-house bespoke information systems, identifying opportunities for improvement in line with ICT and business strategies.
* To ensure that the ICT dept provides in-house help desk support and maintains monitoring records.
* To ensure the core company systems are running smoothly on a daily basis, working with users to improve process efficiency and effectiveness.
* To document, analyse and improve current ICT processes to help create and maintain a standardised, dynamic and successful ICT service.
* To provide end user communication including details of major changes and scheduled system maintenance.
* To ensure security of company information systems, both physical and electronic.
* To maintain monitor and develop company telecommunication systems.
* To provide user training to factory and office staff on existing and new software.
* To provide support to staff in producing information for internal or external reporting.
* To carry out any other duties as required.

**To be successful you must have**

* HND/Degree or equivalent and minimum 1 years’ relevant experience **or** GCSE Grade A-C in Maths and English (or equivalent) with three years’ relevant experience.
* Experience of developing and working with computer software within an office/business environment.
* Experience of implementing projects.
* Broad experience of IT Technologies and Windows-based packages, MS Office (including Access) and email packages.
* Experience of system testing.
* Attention to detail in all work activities.
* Excellent communication and inter-personal skills
* Ability to work on own initiative and to strict deadlines.
* Innovative in approach to tasks.
* Ability and desire to pass on knowledge to others
* Quick learner, pro-active and willingness to take on new and varied challenges.
* Flexibility regarding working hours and be available to be on call. Will require occasional travel in the UK and Ireland.
* A good team player.

**Desirable Criteria**

* Experience of working on an ICT helpdesk.
* Experience using Windows Server technology including SQL.
* Experience using Active Directory and Group Policy Management.
* Experience using Office 365.
* Experience using all versions of Windows.
* Experience using advanced Microsoft Access.
* Experience using advanced Microsoft Excel.
* Experience using Microsoft SharePoint.
* Lean Six Sigma / Agile & Scrum principles.

**Closing Date: Wednesday, 27 February 2019 @ 12 noon**

**Application:** **Please forward CV to the HR Department**



*We are equal opportunities employer*