Milford Care Centre

(Under the auspices of Little Company of Mary)
Castletroy, Limerick.

Tel: 061-485800 Fax: 061-331181

Mission Statement

We in Milford Care Centre as a Little Company of Mary Health Care Facility aim to provide the highest quality of care to patients or residents, family and friends, both in the areas of palliative care and services to the older person, as envisaged by Venerable Mary Potter.

We strive to live our core values:-

Justice: *To be rooted in integrity, honesty and fairness in all that we do.*

Compassion: *To seek to understand and to care for all with compassion.*

Respect: *To treat each person as a unique and valued individual.*

Communication: *To be open, honest and sensitive in all our communications.*

Accountability: *To provide a professional service that uses resources economically, efficiently and effectively.*

Job Description

Job Title: **ICT Team Leader - Grade V**

Accountable To: Head of Non-Clinical Support Services

Reports to: ICT Manager

Hours of Duty: Monday to Friday, 35 hours per week

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Purpose:
The ICT Team Leader is responsible for leading and coordinating the day-to-day operations of the ICT Support Team to ensure the delivery of a secure, reliable, efficient, and customer-focused ICT service across Milford Care Centre and its satellite sites.

The post holder provides advanced technical expertise, oversees workload prioritisation within the team, ensures governance and security standards are adhered to, and acts as deputy to the ICT Manager as required. The role contributes to strategic ICT planning, supports organisational digital transformation initiatives, and plays a key part in ensuring resilience and continuity of critical systems and services.

Duties & Responsibilities:

Team Leadership & Operational Coordination

- Lead and organise the daily activities of ICT Technicians, ensuring effective workload management.
- Allocate incidents, service requests, and project tasks, monitoring progress and ensuring timely closure.
- Provide guidance, mentoring, and escalation support to team members, promoting a high-performance culture.
- Oversee service desk metrics, ticket queues, asset management and documentation standards.
- Support staff onboarding/orientation processes and ensure consistent delivery of ICT induction training.

Advanced Technical Support

- Provide expert-level troubleshooting for complex hardware, software, network, cloud, and server issues.
- Support and maintain Active Directory, Windows Server, VMware/VSphere, Microsoft 365, Defender, Veeam, and Azure services.
- Lead resolution of critical incidents affecting business continuity or clinical systems.
- Manage and monitor backups, patching, updates, performance checks, and cyber-security controls.

Network, Infrastructure & Cloud Services

- Support LAN/WAN/VPN infrastructure, including switches, firewalls, routing, wireless and telephony systems.
- Contribute to Milford's Azure migration and ongoing development of hybrid cloud environments.
- Assist with capacity planning, infrastructure upgrades, and monitoring of system performance and availability.

ICT Governance, Security & Compliance

- Ensure compliance with MCC policies, GDPR, cybersecurity standards, risk registers, and audit requirements.
- Identify security vulnerabilities, operational risks, and areas requiring remediation.
- Implement and monitor security controls, including endpoint protection, backup integrity, and access controls.
- Support disaster recovery, business continuity testing and documentation.

Project Management & Vendor Liaison

- Lead or support ICT projects from planning through implementation and post-deployment review.
- Engage with external vendors and service providers to ensure solutions meet organisational needs.
- Participate in procurement processes, system evaluations, and contract reviews.
- Prepare reports, updates, and proposals for the ICT Manager and Head of NCSS.

Deputising Responsibilities

- Provide full operational oversight of the ICT Department in the absence of the ICT Manager.
- Make day-to-day decisions relating to priorities, incidents, escalations, resource allocation and service continuity.
- Represent ICT at internal meetings, including clinical, governance, safety, and operational forums.

General

- Conduct all duties in accordance with MCC's Mission Statement and Core Values.
- Maintain a high level of confidentiality, professionalism, and customer service at all times.
- Ensure compliance with Health & Safety requirements.
- Undertake any other duties appropriate to the role as may be assigned.

Key objectives

- Lead, coordinate, and support the ICT Technician team to ensure timely, high-quality technical support.
- Maintain and enhance ICT systems, networks, cloud services, and infrastructure in line with best practice and organisational needs.
- Ensure ICT governance, cyber-security standards, data protection obligations, and compliance requirements are upheld.
- Provide advanced technical escalation support and act as subject matter expert for complex issues.
- Deputise for the ICT Manager, assuming operational oversight and decision-making responsibility when required.

- Contribute to ICT strategy, project planning, procurement, and service improvement.
- Support the development, mentoring, and performance progression of ICT staff.

Qualifications & experience

Essential:

- Minimum 3–5 years ICT support experience, with demonstrable progression to senior/lead responsibilities.
- Strong technical expertise across:
    - Windows Server, Active Directory
    - Microsoft 365 and Azure
    - VMware/VSphere
    - Network administration (LAN/WAN/VPN, switching, wireless, firewalls)
    - Backup & security platforms (e.g., Veeam, Defender)
- Proven experience delivering advanced troubleshooting and root-cause analysis.
- Experience directing or coordinating the activities of ICT support staff.
- Project management experience (formal qualification desirable).
- High level of initiative, sound judgement, and strong decision-making ability.

Desirable:

- Relevant third-level ICT qualification or equivalent certification (MCSA, Azure Administrator, etc.).
- Leadership training (e.g. Milford Leadership Programme).
- Experience in healthcare ICT environments.
- Telecommunications / VOIP / PABX experience.
- A high level of initiative and be technically competent.
- Relevant third level qualification or MCSA certificate.
- Knowledge of Telephone Systems (PABX) desirable.

Knowledge, skills & competencies

- Excellent interpersonal, communication, and customer-service skills.
- Strong organisational, time-management, and multi-tasking abilities.
- Ability to lead, motivate, and support team members.
- Strong analytical and problem-solving capabilities.
- Ability to work independently and make informed operational decisions.
- High degree of professionalism, confidentiality, and integrity.
- Commitment to ongoing development and keeping skills up to date.

Communication & relationships

The post holder will liaise regularly with:

- Internal Departments (Clinical, HR, Finance, Facilities, Management)
- External vendors and support partners (network, telephony, hardware, software providers)
- ICT Manager and Head of Operations
- Project stakeholders across the organisation

Communication methods include in-person meetings, Teams, email, phone, and formal reporting.

Person specification

Essential

- Leadership capability, with the ability to guide and support others.
- Excellent written and oral communication skills.
- Strong initiative, accountability, and decision-making ability.
- Flexibility to work in a dynamic, busy environment.
- Commitment to the ethos and values of Milford Care Centre.

Desirable

- Experience delegating and coordinating team workloads.
- Experience advising on ICT governance, risk, and security.

Note: The above list of responsibilities/duties is not exhaustive and as such will be subject to review on an ongoing basis and may be changed in accordance with service requirements.