# An Post Insurance Job Advert

**Job Title:** **IT Systems Administrator**

**Location:** Athlone

**Reporting To:** IT Operations Manager

**Role:** We are seeking a skilled and proactive Systems Administrator to join our IT team in support of multiple IT operations, applications, services and infrastructure. The primary responsibility of this role will be to support our IT infrastructure and end-user device management, ensuring efficient, secure, and seamless operation of our systems. The ideal candidate will possess an in-depth knowledge of Windows operating systems, laptops, and desktop environments. The role includes responsibility for vulnerability assessment and patch management to ensure security and compliance to minimize risks.

**Key Areas of Responsibility:**

1. **Systems & Network Administration:**

- **End-User Device Management and Support**: Provide support for user device management on laptop, desktop, thin client and phone across OS types like Windows and Linux, ensuring smooth and effective operations for end users on up to date and secure devices.
- **User Access and Compliance Management**: Manage user accounts, permissions, access rights, and data loss prevention, ensuring proper security practices are followed. Maintain documentation for compliance purposes. Strong Active Directory skills.
- **System Performance Monitoring**: Continuously monitor system performance, identify potential issues, and recommend or implement improvements as needed.
- **Collaboration**: Work closely with the IT team to ensure smooth integration of systems and in house applications and address any cross-functional issues.

2. **Vulnerability & Patch Management:**

- Patch Management: Oversee the management and deployment of patches and updates across all systems to ensure security and compliance. Track patch status and address vulnerabilities with particular focus on end user devices.
- Monitor security advisories and patch releases from vendors.
- Test patches in a controlled environment before deployment.
- Document patching activities and report compliance status.
- Collaborate with the security team to mitigate vulnerabilities.

3. **IT Security & Compliance:**

- Ensure compliance with cybersecurity policies and best practices.
- Assist in monitoring SOC and SIEM security alarms/alerts for unusual activities.
- Participate in snap checks, security audits and risk assessments.
- Help enforce access controls and endpoint security measures.

4. **Helpdesk, Technical Support & Troubleshooting:**

- Provide 1st and 2nd level IT Helpdesk response and support to employees.
- Resolve hardware, software, and network-related issues.

- Support remote access solutions (VPN, RDP, Fortisase, etc.).
- Support in house applications on server and desktop
- Documentation of all relevant processes/procedures
- Provision, maintenance, support and test of Disaster Recovery solutions.

***Work Environment:***

- Hybrid /On-site work Environment (Athlone)
- Saturday and On Call I.T. Helpdesk Support, as per defined roster schedule.
- Out of hours work to support any/all functions as planned.

**PERSONAL SPECIFICATION**

***Essential Requirements***

- **Strong Knowledge of Windows Desktop and Laptop Support**: Extensive experience supporting Windows operating systems (Windows 10/11,), including software rollout and management, troubleshooting and configuration.
- **Patch Management**: Experience with patch management tools and processes (e.g. SCCM & Intune or third-party tools such as Kace) to deploy patches, manage security vulnerabilities, and ensure systems remain up to date.
- **Strong Troubleshooting & Analytical Skills**: Ability to quickly diagnose and resolve issues related to operating systems, networking, and hardware in a time-sensitive environment.
- **Excellent Communication**: Very strong verbal and written communication skills for collaborating with users and other technical teams.
- **Security Awareness**: Knowledge of security and cyber best practices and tools to safeguard systems, data, and user access.
- 2/3 years of experience in IT support or system administration.
- Understanding of networking concepts (TCP/IP, DNS, DHCP, VPNs).
- Scripting Skills: Strong scripting knowledge (e.g., Batch Cmd, PowerShell) to automate administrative tasks.

***Desirable Requirements***

- Bachelor's degree in information technology, Computer Science, or related field (or equivalent experience).
- Certifications like CompTIA Security+, Microsoft Certified: Azure Fundamentals, or Cisco CCNA.
- Knowledge and experience of Windows Server environments 2016/2019/2022.
- Networking certification.
- 1-2 Years experience with Azure Cloud based technologies. (or AWS, Google Cloud)
- 1-2 Years experience working in a physical and virtual infrastructure.
- Experience with thin client and virtual desktop delivery.

Interested Parties should forward their CV and a Cover Letter to Careers@anpostinsurance.ie by close of business **Friday 25th of April 2025.**