North & East Housing Association
Building & Supporting Communities

Senior Systems Administrator

Candidate pack │August 2025
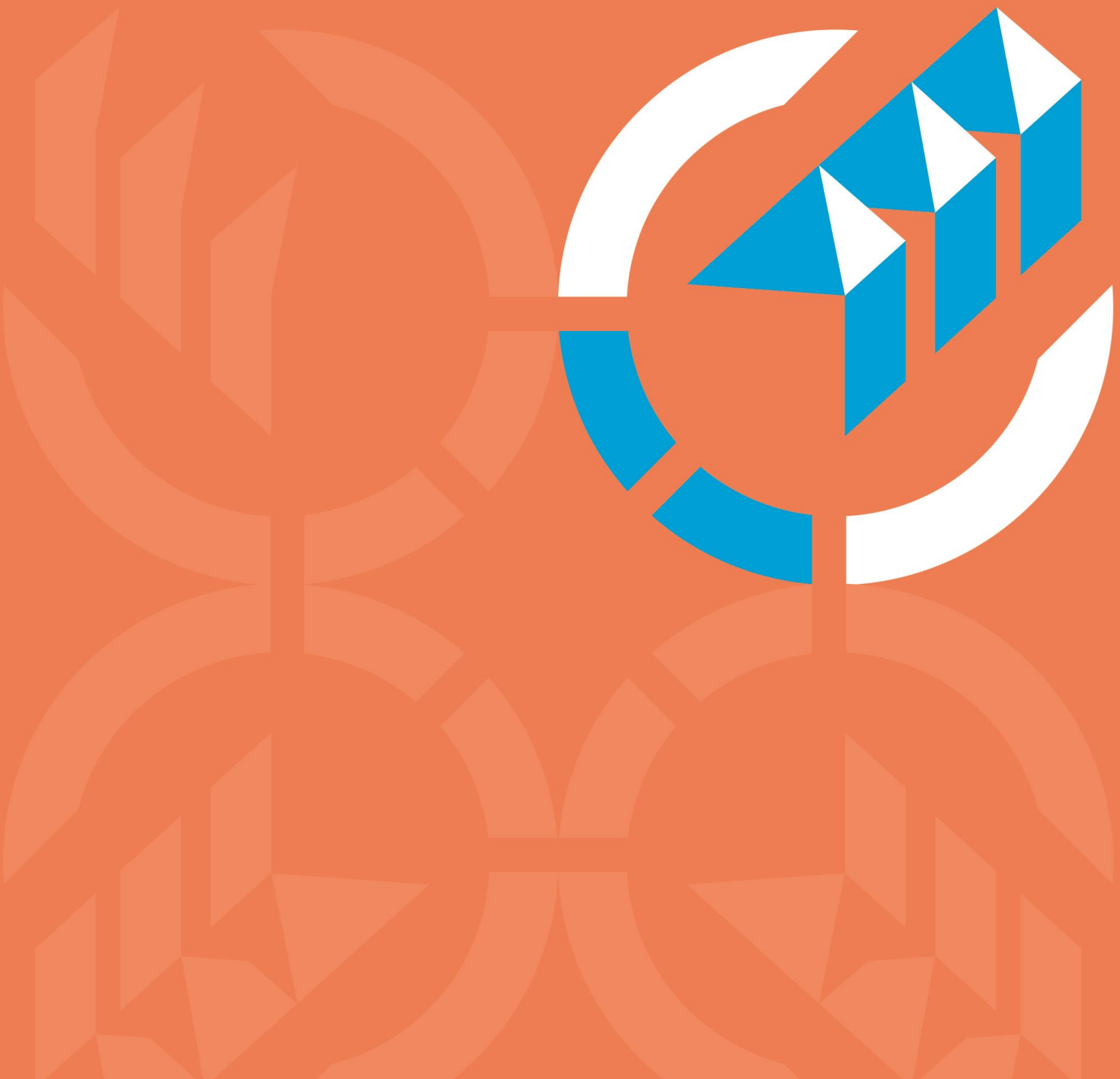
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Welcome to our organisation

I am so pleased you are taking a closer look at this opportunity to join North and East Housing Association (NEHA).

The Senior Systems Administrator is a new role that will oversee the delivery and continuous improvement of IT services across the organisation. This role ensures operational stability, manages vendor relationships, and supports the digital infrastructure—including supervision of our Domain Administration, ERP system, SharePoint environment, Power Automate workflows, Microsoft Intune, and the wider Microsoft 365 suite all necessary for business continuity and ongoing transformation.

NEHA is a special place. We are very much rooted in our community and have always taken a tenant-centred approach. It is one of our values and as such, it runs through all that we do.

We will value the skills and experience you will bring to this role. Your creativity and insights will help us to review, and re-set as needed. You will be part of a small team taking collective responsibility to support our strategic direction and to ensure we are well positioned for that journey.

Our legacy of some thirty years is anchored in a commitment to ensure that our tenants live in homes and communities to be proud of. Our future is about considering both proven and innovative approaches that are in the interests of our tenants. I hope you will read on to find out more about this unique leadership opportunity to be a part of our future.

Kind regards

Vincent

Vincent Keenan | Chief Executive

About NEHA

NEHA exists to provide high quality, secure and affordable housing, appropriate to the needs of families and individuals in the northern and eastern regions of Ireland.

We support thriving communities through quality housing and continuing support for our tenants. We are a values-based organisation and a not-for-profit business with social objectives, which means that all our resources are reinvested in providing homes for those in need of housing.

We have 841 homes and provide housing management and tenant support services to tenants in twenty-six locations across eleven local authority jurisdictions. NEHA is primarily a general needs Approved Housing Body (AHB); however it also provides housing services with partners that focus on housing for people with specific needs.

Our vision is to create vibrant, thriving communities by providing high quality and secure housing appropriate to the needs of families and individuals.

Our purpose is to provide sustainable quality homes and support the development of integrated and inclusive communities. We aim to create housing that allows individuals and families of diverse backgrounds to live and thrive together. We are committed to building and providing more homes to meet ongoing housing needs in collaboration with all our partners.

Our vision and purpose is underpinned by four values:

RESPECT
• Treat everyone equally with respect and dignity.
 Embrace and value different views.
• Show empathy and understanding of others.

TRUST
• Act with integrity and honesty.
• Dependable and consistent in actions.
• Uphold high standards of governance.

TENANT-CENTRED
• Communicate clearly and respectfully, ensuring tenants' voices are heard.
• Provide maintenance and management for our tenants' homes with a focus on quality and sustainability.

COLLABORATIVE
• Working collaboratively with stakeholders to deliver on the purpose of the organisation.
• Partner with local authorities, government agencies and departments, other AHBs and housing providers to achieve our growth ambition.
• Work with other AHBs of a similar size to seek to develop, and potentially amalgamate, to evolve and grow to create an AHB that can deliver at significant scale.

Role profile

Principal Objective of Position:

The Senior Systems Administrator will oversee the delivery and continuous improvement of IT services across the organisation. This role ensures operational stability, manages vendor relationships, and supports the digital infrastructure—including supervision of our Domain Administration, ERP system, SharePoint environment, Power Automate workflows, Microsoft Intune, and the wider Microsoft 365 suite—necessary for business continuity and ongoing transformation.

Responsibilities:

IT Routines and Procedures
- Ensure IT operations comply with organisational policies, procedures, and scheduled routines.
- Carry out regular reviews of data access logs across core systems, including the ERP and SharePoint sites.
- Manage onboarding and offboarding processes, including user account provisioning, permissions, Multi-Factor Authentication (MFA), equipment allocation, and deactivation.
- Maintain the IT asset register, ensuring all hardware, software, and peripheral assets are accurately recorded, tracked, and updated throughout their lifecycle.

Application & System Administration
- Administer and maintain user access, configuration, MFA enforcement (including OTP), and permissions within the ERP system, SharePoint sites, and Power Automate flows.
- Have exposure to administering ERP platforms (e.g., creating users, managing user roles and supporting business processes).
- Support ERP bulk communications (e.g., tenant notices, payment reminders etc) by ensuring templates, data extracts, and workflows are managed securely and efficiently.
- Apply a working understanding of SQL Server Management Studio for basic database administration tasks, troubleshooting, and running queries relevant to ERP operations.
- Maintain accurate records of software and user licensing (e.g., Microsoft 365, ERP modules) to ensure compliance and cost-effectiveness.
- Clear understanding of Microsoft Intune for endpoint management, device security, application deployment, and compliance policies across the organisation.

Service Delivery & Support
- Act as a central point for case triage and recording within the IT service desk, with the ability to troubleshoot issues directly to support incident resolution and reduce escalation where possible.
- Apply a general understanding of networking (e.g., IP addressing, firewalls, Wi-Fi, VPN) and server technologies when diagnosing performance, connectivity or access issues.

- Oversee deliverables from the Managed IT Service Provider, who manages domain administration and infrastructure, to ensure service levels are met.

Vendor & Contract Management
- Monitor the performance of third-party IT providers, ensuring compliance with contractual agreements and high standards of service delivery.
- Manage and track software and service licensing, liaising with vendors to ensure the organisation remains compliant and optimised in its licensing arrangements.

Cybersecurity & Compliance
- Serve as the primary contact for cybersecurity matters, ensuring alignment with National Cyber Security Centre guidelines and internal audit recommendations.
- Oversee patch management, vulnerability management, MFA (including OTP) adoption and enforcement, Data Loss Prevention (DLP) policies, backup and recovery checks, and drive the organisation's security awareness initiatives.

Infrastructure, DR & Systems Oversight
- Maintain and monitor a resilient IT infrastructure, ensuring backups, failover processes, and endpoint security measures are in place and effective.
- Coordinate and document regular Disaster Recovery (DR) testing to validate business continuity plans and infrastructure resilience.
- Work effectively with both on-premise and cloud technologies, supporting seamless integration, performance, and security across hybrid environments.

Software Upgrade & Change Best Practice
- Plan and coordinate software upgrades and system changes following best practice principles.
- Test upgrades in non-production environments, document change and rollback plans, and communicate schedules clearly.
- Maintain version control records and ensure all upgrades align with compliance, security, and licensing policies.

Knowledge Management
- Develop and maintain IT knowledgebases, guides, and process documentation to support operational continuity and staff onboarding.

Reporting & Governance
- Provide regular reports to senior management on IT performance, risks, compliance status, and improvement initiatives.

Person specification

Essential Skills & Experience

- Proven experience in IT service management within a regulated or housing sector environment.
- Clear understanding of Domain Administration, the Microsoft 365 environment and Microsoft Intune, with the ability to extract maximum value from these platforms.
- Exposure to administering ERP systems, including user management, configuration, and process support.
- Strong knowledge of ERP administration (including bulk communication processes), SharePoint, Power Automate, MFA (including OTP), Data Loss Prevention (DLP), cybersecurity frameworks (like GDPR, NIST, NIS2, Cyber Essentials or CIS) , and ITIL practices.
- Clear understanding of both on-premise and cloud technologies and how to manage hybrid environments effectively.
- Ability to troubleshoot technical issues effectively as part of the triage process.
- Familiarity with SQL Server Management Studio for data access, reporting, and basic troubleshooting.
- General understanding of networking principles to aid in diagnosing and resolving issues.
- Knowledge of software and service licensing management.
- Experience maintaining an IT asset register to support accurate asset tracking and lifecycle management.
- Experience planning and implementing software upgrades in line with best practice.
- Experience managing third-party vendors and contracts.
- Excellent communication, case management, and stakeholder engagement skills.
- Experience coordinating or participating in DR testing and business continuity planning.
- Some exposure to Microsoft Azure would be an advantage but not essential.

Skills and abilities

- Minimum 5+ years in IT service management or a similar senior IT operational role.
- At least 2–3 years of hands-on experience administering domains, Microsoft 365 (including SharePoint, Teams, Intune, and Power Automate).
- Exposure to or direct experience administering ERP systems (user management, configurations, bulk communications).
- Proven experience managing third-party IT service providers and vendor contracts.
- Strong track record in troubleshooting, triage, and incident resolution in a multi-system environment.
- Practical knowledge of cybersecurity best practices (MFA/OTP, DLP, patch management) and working within regulated frameworks (e.g., ISO 27001, NIS2, NIST).
- Experience supporting or coordinating Disaster Recovery testing and software upgrade projects.
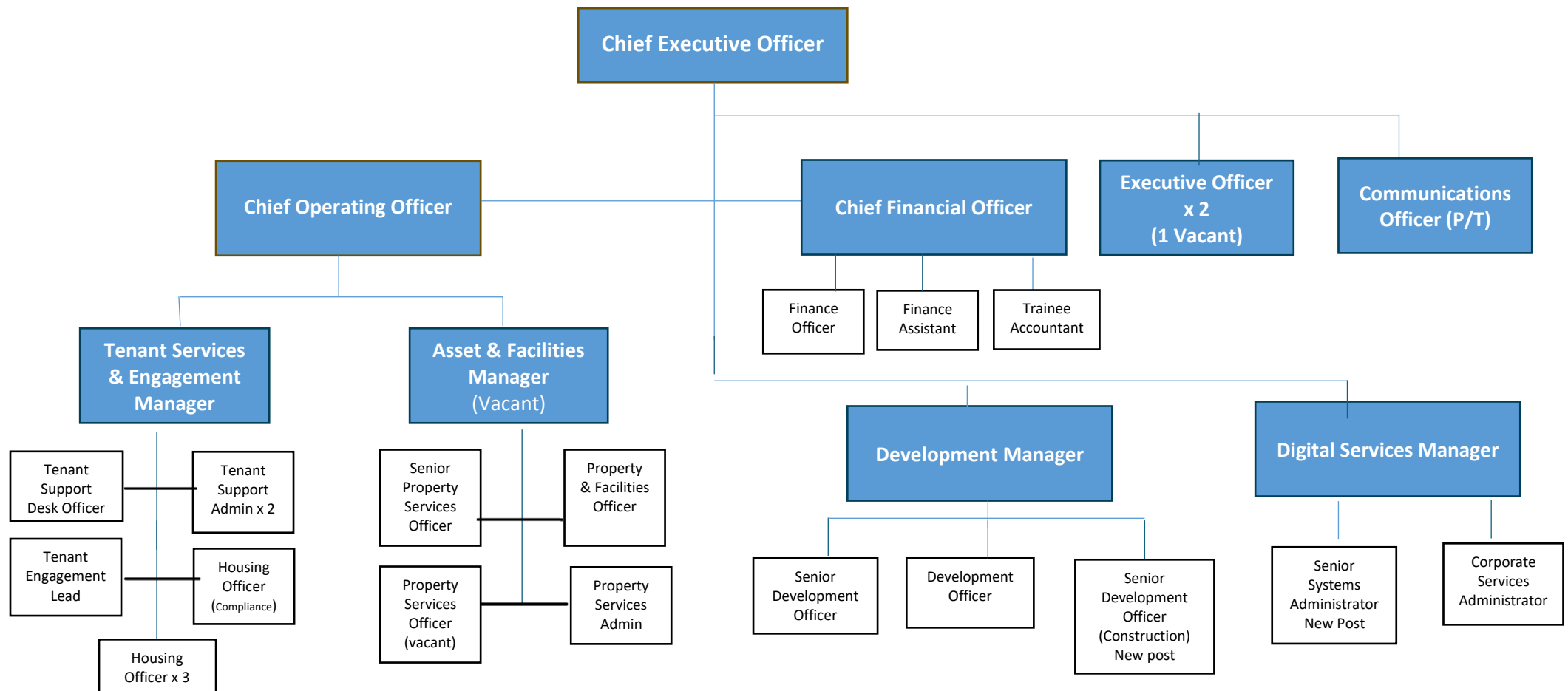
Qualifications

- Third-level qualification in IT, Computer Science, Information Systems, or a related discipline.
- ITIL certification (at least ITIL Foundation; or ITIL Intermediate - higher desirable).
- Relevant Microsoft certifications
- ERP-specific training or certifications would be an advantage.
- Exposure to Microsoft Azure would be an advantage but is not essential.
- Project management certifications such as PRINCE2 or PMI are desirable.
- Security certifications (e.g., CompTIA Security+, CISM) would be advantageous.

Additional Responsibilities

- To positively promote the Association in all activities.
- To exercise discretion in all aspects of the role.
- Sensitivity to confidential matters is required.
- Any other duties which are consistent with the role
- Attendance at evening and/or lunch time meetings

Our structure

Chief Executive Officer

Chief Operating Officer

Chief Financial Officer

Executive Officer x 2 (1 Vacant)

Communications Officer (P/T)

Finance Officer

Finance Assistant

Trainee Accountant

Tenant Services & Engagement Manager

Asset & Facilities Manager (Vacant)

Development Manager

Digital Services Manager

Tenant Support Desk Officer

Tenant Support Admin x 2

Tenant Engagement Lead

Housing Officer (Compliance)

Housing Officer x 3

Senior Property Services Officer

Property & Facilities Officer

Property Services Officer (vacant)

Property Services Admin

Senior Development Officer

Development Officer

Senior Development Officer (Construction) New post

Senior Systems Administrator New Post

Corporate Services Administrator

Key terms & conditions

Salary:

The salary range for the post is €65,727 - €78,482 pa, depending upon experience.

Location:

The head office and main location for this role is in Blanchardstown, D15.

Hybrid working is possible after completion of first three months of service. But visibility in this role remains key and the postholder is expected to manage their office presence accordingly.

Probation and notice period:

The probation period is 6 months.

Notice period after that is 1 month.

Additional benefits:

- CIH membership and professional body fees

- Free parking at NEHA offices

- 25 days annual leave

- Company additional days

- Individual training & development programme

- Employee assistance programme

- PRSA pension scheme

- Enhanced maternity & paternity benefit

- Travel & subsistence allowance

- Death in service benefit.

How to apply and key dates

To apply for this role:

Please send your CV and supporting statement to:

hr@neha.ie

Key dates:

Closes: Wednesday 10th September 2025 @ 5:00 pm

Queries:

If you have any queries, please email hr@neha.ie

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