

IT Manager

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IT Manager, Information Technology Team

Date:	May 2024
Location:	Bloom House, Gloucester Square, Dublin 1
The Role:	IT Manager, reporting to the Head of IT
Employment Type:	Full Time & Permanent
Company Industry:	Financial Services – Asset Finance
Company Description:	First Citizen Finance is an independent finance company operating in the Auto, Agri, CRE and SME asset finance sectors within the Republic of Ireland. The company, which is headquartered in Dublin 1 and employs c. 90 staff, continues to grow and expand into new market segments. The business has recently completed the fourth public securitisation of its Auto loan portfolio.
Job Description:	Reporting to, and working closely with the Head of IT, the successful candidate will support the management of the day-to-day activities of the IT Department. Strategic planning, fostering innovation, project management, and organising and negotiating the allocation of resources will form part of the job description. The successful candidate will also serve as an escalation for management, staff and the IT team.
Helpdesk & Operations:	Day-to-day Helpdesk & Operations Management: <ul style="list-style-type: none">• Ticket assignment and prioritisation• Management and expansion of best practice services including change and problem management, asset control, and hardware lifecycle policies• Ticket monitoring, implementation of SLA's, reporting on volumes / metrics / trends• IT hardware management / asset control – monitor stock, approve requests• Procedure documentation• Team development – mentoring and training
Additional Duties:	These will include: <ul style="list-style-type: none">• Responsibility for the support and development of a rapidly evolving IT system• Ensuring critical system availability• Responsibility for a team of developers and Sys Admins• Project management• Vendor and licensing management• Responsibility for the identification, development and implementation of new technologies and systems• Maintenance and testing of both DR and BCP plans• IT budget management• Internal and external audit management
Experience Required:	The following experience is required: <ul style="list-style-type: none">• Degree in Information Technology / related field or proven management experience• Industry certifications are beneficial (e.g. ITIL, CISM, CompTIA, Microsoft)• Excellent communication and people management skills• Ability to motivate others• Problem-solving skills and thinking laterally as part of a team, or individually• Highly organised and able to multitask and handle pressure and work on own initiative• Customer-focussed (internal and external)• Experience in the Finance Industry beneficial

Technical Skills:

The following technical skills are required:

- This is a hand-on role that requires a high level of technical knowledge
- Proficiency in the Microsoft product line, particularly Office 365, Windows Server and Desktop OS, Azure and Active Directory
- Experience in Citrix Xen App, Workspace, DaaS
- Strong knowledge of VMWare, VCenter, and VM Management
- Familiarity with cybersecurity best practice
- Experience in back-up management is beneficial

A competitive remuneration and benefits package will be offered to the successful candidate. To find out more about this opportunity, please contact the Human Resource Manager, First Citizen Finance, Gloucester Square, Dublin 1.

Email: hr@firstcitizen.ie

