

Office & IT Support Administrator**Salary £23,000 - £25,000 (depending on qualifications and experience)****Hours- 8.30am to 5.00pm Monday to Friday. (Portlengone Office)**

E McMullan Ltd work on several civil engineering contracts and as a result of the workload this generates, we require daily input from administration staff. The Company also owns and manages a specialised software package (Lifetime) used for the management of Church administration and accounts. The software is currently being used in Churches throughout Ireland. Part of the package is the provision of remote IT support.

We now have a vacancy within the office for someone to assist with the office administration and the provision of remote IT support for Lifetime.

Duties & responsibilities:

The main duties will include:

- First point of contact for all telephone queries:
 - EMM customers
 - EMM field engineers
 - Lifetime IT support
- Document all daily Health and Safety activities including lone workers and confined space entries
- Provide customer service to Lifetime customers
 - Assist customers with software management
 - Assist with all software and data queries
 - Assist with ongoing and end of year account reporting
 - Marketing the software for new customers
- Input all company account information
- Prepare weekly, monthly and quarterly contract and account reports
- Monitoring and document company tender interests
- Assist with company HR administration
- Assist with company IT/communication administration
 - Desktop computers
 - Laptop computers
 - Mobile phones
- Assist with company ISO & Cyber Essential accreditation preparation and maintenance
- Assist with other general office duties

Essential Criteria:

- Unwavering professional attitude to company management, work colleagues, company ethos, client staff and customers.
- Possess good interpersonal/communication skills and adhere to all company policies, procedures, and directions
- Qualification in Math's, English, and IT
- Knowledge of accounts management and software packages
- Experience in an IT support role
- Excellent technological skills including expanded knowledge and use of Microsoft Suite, servers
- Excellent numerical and analytical skills
- Capable in handling of data ranging from financial, general administration etc.
- Knowledge of data modelling, data cleansing, and data enrichment techniques
- The capacity to develop and document procedures and workflows

Employee Expectations:

Successful applicants can expect to become a member of a professional, friendly and encouraging team and will enjoy the following benefits:

- 20 days holidays & 10 public holidays per year
- Pension Scheme
- Use of all the latest technologies and software, gain experience in GIS applications

Application by cv only to jobs@emcmullan.co.uk