



Higher Clerical Officer HCO – IT Lead

Job Title: IT Lead
Reporting to: Administrative Officer (AO)
Location: TUI Head Office, 73 Orwell Road, Rathgar, Dublin 06 YP89
Contract Type: Permanent Wholetime

Purpose of the Role

The purpose of this role is to provide structured coordination and ownership over:

TUI Core IT systems

- Membership Relationship Management System - Dynamics 365 Support
 - Membership database
 - Online portal for members
 - Customer Insights
 - Power BI
- SmartAI
 - Chatbot
 - ChatGPT and Executive Assistants
- TUI SharePoint
 - Security Permissions
 - Data and File Management
- ERS Online Subsistence and Travel Expenses system
- ERS TUI Congress Motions Online system
 - Submission of motions by branches and committees to Congress
 - Compositing of Motions
 - Prioritisation of motions
- Granite TUI Website
- AVAYA Telephony system (linked to MRM)
- Time Point Ltd – Flex time and annual leave tracker

The HCO IT Support role is responsible for ensuring that TUI IT systems remain stable, scalable, and aligned with business needs of the Union.

Key Responsibilities

1. IT Support

- Head Office staff – 26 staff
- Area Representatives – 19 Area Representatives
- Branch Officers – 228 branch Officers (57 branches)
- TUI Portal Users – over 22,000 members

2. Vendor Relationship Management

- Serve as the liaison with ERS (IT Partners) and other third-party providers - Smartimpact, AVAYA, Time Point, and Granite for both incident support and enhancement delivery.
- Join regular check-ins and quarterly review sessions with the AO and service providers to plan future work and assess support usage.
- Ensure internal clarity about service providers support model (banks of time, support entitlements, Service Bank top-ups, etc.).

3. Support Ticket Management

- Act as the first line of triage for issues and enhancement requests before involving Third Party Suppliers.
- Ensure tickets are well-defined and include supporting information (e.g., reproduction steps, urgency, screenshots).
- Separate support issues from user training or business process queries, addressing what can be resolved internally first.

4. Continual Improvement Coordination

- Maintain and prioritise a backlog of enhancement requests across all IT systems for review with the AO.
- Collaborate with systems providers to schedule delivery using support banks or ongoing improvement time.
- Work with the AO and internal teams to clarify business value, desired outcomes, and define acceptance criteria for changes.

5. IT Licensing Oversight

- Track current Microsoft Office 365, Microsoft Dynamics 365 and Power Platform licensing usage.
- Maintain accurate internal records of licence assignments and usage patterns.
- Work with service providers to ensure that we hold the correct types and quantities of licences (e.g., Office 365 licences, full Dynamics vs. attach licences, Customer Insights, Power BI).
- Advise the AO and other stakeholders of any licensing implications when proposing new features or system expansions.

6. Device and Information Management

- Upon agreement with the AO, procure and set up devices for staff, area representatives and branch officers.
- User management.
 - Role change within the organisation i.e. password change, two factor authentication and information management updates
- Ensure that all GDPR data retention procedures are met and updated when needed in line with TUI policy.
- SharePoint.
 - Prioritize and ensure the protection of TUI sensitive information by ensuring that security protocols are in place and updated as necessary.

7. Stakeholder Engagement & Governance

- Ensure all support and change items are reviewed, approved, and prioritised by the correct internal stakeholders.
- Coordinate sign-off of requirements and testing outcomes, ensuring traceability.
- Present updates and impact assessments to relevant union teams.

8. Communication & Documentation

- Document internal support workflows and maintain process guides and change logs.
- Keep training material and user guides up to date as system changes are introduced.
- Communicate clearly with both internal users and external consultants to avoid misalignment.

Person Specification

Essential Knowledge and Skills:

- Minimum 3 years' experience in a similar role
- Strong and relevant skills and experience in IT systems. e.g., Office 365, SharePoint, Customer Insights, Power BI, and AI (development of Union goals and processes)
- High level skills and experience in Microsoft Dynamics, customer relationship management systems or similar
- Experience in project management

Desirable:

- Experience coordinating support and continual improvement cycles in a Microsoft ecosystem
- Experience in cloud-based telephony systems
- Exposure to service providers delivery model and tools (e.g., Azure DevOps, entitlement banks)

Other requirements:

- Full clean driving licence with access to a vehicle as travel is required
- Availability to attend Annual Congress and other events outside of normal working hours as required

Competencies

- Self-Starting
- Good Leadership Skills
- Organised and proactive approach to work
- Strong written and verbal communication skills.
- Personal Accountability
- Strong Interpersonal Skills

Rewards:

The salary reflects the significant responsibilities of the post and is aligned with the Civil Service Higher Clerical Officer scale plus 10%. A defined benefit pension arrangement will apply.

*Please apply in the strictest confidence enclosing a comprehensive C.V. and cover letter to: **General Secretary, Teachers' Union of Ireland, 73 Orwell Road, Dublin 6. Tel: 01-4922588, applications to be marked "Confidential Higher Clerical Officer - IT Lead application" or by email to recruitment@tui.ie***

*Closing date for applications: **Monday 17th August 2026 at 5.00pm***

Please note that canvassing will disqualify.

The TUI is an equal opportunities employer