

VACANCY

Senior IT Systems Lead

Irish Cement Limited is seeking applications for a permanent position of a Senior IT Systems Lead in Limerick Works, Castlemungret, Co. Limerick.

Irish Cement Limited is a fully owned subsidiary of CRH plc and has manufactured cement in Ireland for over 85 years. It operates two cement-manufacturing facilities, one situated in Platin, approximately 5km from Drogheda, Co. Louth and a second in Castlemungret, Co. Limerick. Production uses the most advanced, energy-efficient technology to create a range of high-quality cements to the highest Irish and International standards.

Key Responsibilities

- Provide end-to-end technical support, from basic user guidance to 2nd and 3rd line issue resolution.
- Troubleshoot and resolve complex technical issues efficiently.
- Support and maintain critical IT systems that enable the continuous operation of 24/7 cement plants, ensuring all systems and networks remain compliant with relevant policies.
- Manage and support the industrial weighbridge and dispatch systems across Ireland and UK operations
- Act as an escalation point for infrastructure incidents.
- Ensure all systems and networks remain compliant with relevant policies while maintaining strong security measures and proactively addressing vulnerabilities.
- Offer support to the IT Service Desk, providing guidance and expertise on infrastructure-related issues.
- Mentor junior team members and deliver technical guidance.
- Assist in maintaining systems that ensure production runs safely and smoothly.
- Collaborate with operational teams to minimise downtime and enhance performance.
- Occasionally lead the design, implementation, and support of IT infrastructure solutions to meet business needs.
- Act as the TDM Champion for Knowledge Management Systems, ensuring effective use of ABB KM and supporting future information requirements.
- Lead laboratory network system integrations and upgrades, including platforms such as FLS QCX Robolab, Malvern Panalytical and Bruker XRF/XRD/Mastersizer, and Toni Technik ToniSet/ToniCom.
- Manage and support the patching process for dispatch, laboratory, and production systems.
- Develop and maintain detailed technical documentation, including system configurations, policies, procedures, and troubleshooting guides.
- Work closely with colleagues in operations, engineering, and other departments.
- Manage third-party SLA agreements for IT/OT devices not covered under the central IT services agreement.
- Serve as the central point of contact for new initiatives, operational escalations, and daily technical coordination across the organisation
- Oversee phone system configuration, modifications, and ongoing management.

Experience & Technical Requirements

- Minimum 5 years' experience in IT infrastructure and enterprise systems support.
- Comfortable resolving issues across all support tiers from basic user guidance through to complex 3rd-line technical issues.
- Proven experience working within Microsoft-based environments, applying security best practices and industry standards.
- Demonstrate capability in delivering IT infrastructure projects, from design through to implementation and handover.
- Strong experience supporting and managing multi-site environments.
- Hands-on expertise with enterprise networking technologies across multiple vendors, including Cisco and Fortinet.
- Knowledge of networking concepts and protocols, including LAN, WAN, DNS, DHCP, and TCP/IP.
- Experience with scripting and automation, particularly using PowerShell or comparable tools.
- Configuration, administration, and support of servers, switches, routers, and firewalls.
- Administration experience across Microsoft Windows Server.
- Solid understanding of backup and recovery solutions, including testing and validation of restores.
- Experience in disaster recovery planning, implementation, and execution.
- Proven ability to manage supplier relationships, including service delivery and performance management.
- Experience with vulnerability management frameworks and tools (Qualys desirable).
- Exposure to Microsoft SQL Server support, including maintenance and troubleshooting.
- Experience supporting VoIP and unified communications platforms,
- Solid understanding of safety, security, and reliability requirements across both IT and OT environments.

Core Skills

- Strong troubleshooting and analytical skills.
- Excellent communication and documentation.
- Experience with migrations and infrastructure upgrades.
- Ability to work under pressure and meet deadlines.

Qualifications

- Industry-standard certification (Microsoft, Cisco, Fortinet, CompTIA or equivalent)

Desirable

- Experience in industries that use operational systems (e.g., manufacturing, utilities, transport)

Additional

- Full driving licence.
- Candidates must be comfortable with frequent regional and UK travel when required.
- Flexibility outside of normal business hours and weekend work will sometimes be necessary.

Location

- Irish Cement Ltd, Castlemungret, Limerick, Co. Limerick