

Role Profile

Job Title: IT Infrastructure Manager
Department: IT

With operations in two continents Monaghan is one of the world's largest mushroom producers. We're a vertically integrated agribusiness involved in all aspects of the supply chain from substrate production to growing, harvesting, packing and distribution. We have a significant innovation focus and Monaghan firmly positions sustainability as a strategic focus for the Group. Our team numbers over 2,500 people and our Headquarters and Innovation Centre are based in Monaghan, Ireland.

Role Overview

This role manages and maintains the organisations IT infrastructure and services across the Monaghan group, inclusive of ROI, UK and Canada.

Responsibilities:

Operational

- Manage and maintain the organisation's IT infrastructure and services, including hardware, software, communications networks (data & voice), cloud platforms, data protection and security systems in alignment with industry standards.
- Ensure the availability, performance, and reliability of all IT systems and services, and implement measures to proactively mitigate potential issues.
- Proactively monitor and access IT performance metrics, identifying areas and technologies for improvement that will deliver business value.
- Plan, design, and implement IT systems, networks, servers, and infrastructure to align with the organisation's IT & business strategy.
- Plan and manage infrastructure upgrades whilst minimizing disruption to business operations.

People

- Oversee the management of IT first line support services, ensuring timely and effective prioritisation of IT business systems and user issues.
- Manage direct reports, fostering a culture of collaboration, innovation, continuous learning and reviews so they can maximise and fulfil their potential.

Procedures & Contracts

- Manage and maintain IT policies, procedures to comply with external audatory standards.
- Manage 3rd party vendor relationships, contracts, license agreements, incident escalation, and SLA performance.
- Manage 3rd party vendor procurement of IT equipment and services.

Personal Development

- Continually monitor industry trends, emerging technologies, and best practices in IT infrastructure management to maintain professional knowledge and skillset relevance.

Strategy & Business Development

- Support IT Management in defining and implementing the organisations IT strategy and budget proposals to ensure cost-effective decision making, optimise and future proof technology investments.
- Proactively engage and collaborate with IS Applications Team and Management to ensure infrastructure changes and application requirements are aligned.
- Collaborate with cross-functional business teams to define technology requirements, fully exploit business systems capabilities, ensure return on investment and alignment with business targets and goals.

Onsite & Out Hours Rostering

- Manage onsite and on-call infrastructure and systems support scheduling ensuring 24/7/365 IT business support.
- Availability to respond to business-critical IT support calls or escalation from other IT Team members outside normal working hours will be required.

Competencies:

- Excellent leadership and team management skills, with the ability to motivate and guide a technical team effectively and maximise their potential.
- Exceptional problem-solving abilities and a proactive approach to addressing IT challenges in an FMCG environment.
- Strong communication skills, both written and verbal, for effective interaction with internal stakeholders and external vendors.
- Ability to explain technical issues and challenges in layman's terms.

Experience and Qualifications:

- 3rd level IT qualification or related discipline and/or 5 years' experience in a similar infrastructure role with management or team leadership experience
- Proven success in IT infrastructure planning, implementation and maintenance.
- Previous experience in 3rd party vendor relationship, contract and services management.
- Strong technical knowledge of networks, servers, operating systems, storage systems, cloud technologies and familiarity with cybersecurity principles and best practices to ensure data protection and network security.
- Understanding of IT compliance standards and regulations (e.g., GDPR, HIPAA, ISO 27001).
- Previous experience in Active Directory and Azure Active Directory, O365 Cloud Platform including Exchange Hybrid, IP phone systems, VMWare Virtual Server Configuration and Management, Network Switching and Routing, Web-filtering, Firewall management, industry standard backup solutions and email archiving would be advantageous.
- Previous experience working in an FMCG or manufacturing environment desirable but not essential.

Other Information pertinent to the position:

- The IT Department is based in the Monaghan Head Office, Tyholland, Ireland. Hybrid working is available for this role (e.g. 3 days in the office, 2 days at working from home).
- Travel to other Monaghan locations may be necessary to implement, manage and maintain group IT Infrastructure requirements as and when required.
- The above accountabilities are not exhaustive, subject to change and amendment and you may be required at the company's discretion to undertake other duties from time to time.

Performing the role in line with the Monaghan Cultural Values:

1. We do the right thing: We use this philosophy to drive every aspect of our business, from product, to process to people

2. Forward Thinking: We think ahead and we think for the long term
3. Down to Earth: We understand the importance of communicating our discoveries in a straightforward way
4. Inspiring: We seek out new ways to excite and inspire each other
5. Egalitarian: We have always been grounded in the belief that everyone is equal. That everyone deserves an equal chance to speak, be heard and make an impact