

FOOTBALL ASSOCIATION OF IRELAND



FAINet Project Support

Job Description

Location:	Abbotstown, Dublin 15
Direct Reporting Line To:	Technical Project and Support Manager
Direct Reporting Relationship(s):	No direct reports
Commencement Date:	February 2017
Duration:	Fixed Term Contract (Initial funding period of 12 months in duration)

Key Responsibilities

Reporting to the Technical Project and Support Manager you will be responsible for the following;

- On-board, train and support users of the FAInet Football Management System.
- Create training documentation and instructional videos for users.
- Deliver training workshops and demonstrate applications to groups of users.
- Perform system testing and create system use cases.
- Using the IT Helpdesk, analyse, support, resolve and document incoming queries from users.
- Work directly with third party vendors for the on-going delivery of web based systems to include project initiation, project costing and project management.
- Perform ongoing system administration tasks for FAInet.
- Other duties may be assigned depending on requirements of the role.

Essential Requirements

- Excellent interpersonal and customer-facing skills.
- A 3rd Level qualification in IT, Digital or relevant qualification.
- Advanced Word, Excel, PowerPoint, Visio and Project.

Ideally you will also have:

- 1 year's experience working in a Technical or digital environment providing support to users.
- Project management or support experience.
- A passion for football and an understanding of Irish football organisations and structures.
- An understanding of the FAI Values and Strategy 2020.
- Strong planning and organisation skills, ability to plan and prioritise work schedule and work within agreed timescales.
- Strong communications skills (excellent written and verbal English).

- Ability to operate within a highly pressurised and fast paced environment and work on your own initiative.
- Accuracy, attention to detail and a pro-active approach essential.
- Flexible approach to working hours.

Process of application is via the careers page on the FAI website at www.fai.ie/careers

Applicants are invited to apply not later than 5pm Friday, 3rd February 2017.

The Football Association of Ireland is an equal opportunity employer.