

## Technology support partner - Contractor

Minding Creative Minds:

A career at Minding Creative Minds is where your contribution and purpose, and our joined passion make a positive impact on the creative community in Ireland- who are the community we serve. If you are someone who is driven to make a difference, who enjoys a challenge and above all, if you're someone who cares, there's a place for you here.

MCM are looking for an experienced person to work alongside our web master to complete a migration of existing email accounts from Register 365 to Microsoft 365. The successful applicant will have relevant experience with both platforms, have completed similar migration processes in the past, have relevant Name Server knowledge and an in-depth knowledge of Microsoft 365 account setup processes.

**Contracting partner - availability required on agreed hourly terms / on request.**

Preferred Technical Qualifications:

- Experience with Microsoft 365 set up, Outlook, SharePoint, Onedrive and Teams systems and operations.
- Azure Backup, Azure Site Recovery, Azure Migrate and System Center Data Protection Manager.
- Working knowledge of Active Directory and VSS Writers.
- 4+ years' experience in system development, network operations, software support or I.T. consulting
- 4+ year's industry experience with Microsoft® Windows operating systems both current and legacy (preferred) and System Center Suite
- 4+ years of strong technical troubleshooting experience
- 4+ years' of strong technical troubleshooting experience with any data protection software(Backup, Replication or Migration products)
- Working knowledge of Active Directory, DNS and VSS Writers
- Strong knowledge of network management, Disk management in Linux and Windows servers.
- Exposure and experience working with small teams working on Microsoft Cloud products such as Azure and Office 365
- Ability to meet MCM and/or government security screening requirements are required for this role. These requirements include but are not limited to the following garda e-vetting and Background Check:
- This contractor position will be required to pass the MCM Background Check every two years.

## **Responsibilities:**

- Responsible for the MCM team support experience with Microsoft
- Own, troubleshoot and solve technical issues, using collaboration, troubleshooting best practices and transparency within and across teams (e.g. swarming)
- Create and maintain incident management requests Web Management.
- Contribute to case deflection initiatives, automation and other digital self-help assets to improve MCM user / team experience
- Provide ramp activities, knowledge sharing, technical coaching and mentoring
- Drive technical collaboration & engagement outside of CSS ( **teams/Services/Support/pillars of MCM**)
- Lead or participate in building communities with peer delivery roles; may be workload or specialty specific.

Application:

## **Benefits**

- Access to events that MCM will be collaborating or presenting at
- Access to gym and other facilities in the office facility.
- Access to all workshops
- Employee Support Programme: Access to MCMs 24/7 counselling/legal/finance supports service.

Apply to: [recruitment@mindingcreativeminds.ie](mailto:recruitment@mindingcreativeminds.ie) subject 'Tech partner'

Our creative community come from all walks of life and SO do we. We hire great people from a wide variety of backgrounds, not just because it's the right thing to do, but because it makes Minding Creative Minds stronger. If you share our values and our enthusiasm for supporting creatives, supporting wellbeing, you will find a home at MCM.

We are proud to be an equal-opportunity employer. We do not discriminate in hiring or any employment decision based on race, color, religion, national origin, age, sex (including pregnancy, childbirth, or related medical conditions), marital status, ancestry, physical or mental disability, genetic information, veteran status, gender identity or expression, sexual orientation, or other applicable legally protected characteristic. MCM is also committed to providing reasonable accommodations for qualified individuals with disabilities, or exceptional needs in our job application procedures. If you need assistance or an accommodation due to a disability, please let the recruitment team know.

