

Socrates & IT Systems Manager- Job Description

Characteristic and Values:

Pragmatism, Lack of Prejudice, Optimism, Boldness, Enthusiasm, Committed, Kindness, Positivity, Self-awareness, Sense of Social Justice, Sense of humour, Compassion, Integrity, Empathy, Tenacity, Imagination, Respect, Openness, Patience and Idealism

- Do you want a job where you can make a difference?
- Do you aspire to the characteristics and values above?
- If so, come work for SafetyNet Primary Care!

Job title:	Socrates & IT Systems Manager
Particulars of Office:	12 month full-time contract (with potential to extend subject to funding) <i>6-month probationary period</i>
Salary:	€44,694
Annual Leave:	25 days
Report To:	Administration Manager

SafetyNet Primary Care Vision

SafetyNet Primary Care is a Medical Charity providing services to those in our society most in need of health care but without access to appropriate care. SafetyNet innovatively removes barriers by bringing healthcare to homeless people and vulnerable groups in hostels, food halls and drop-in services and by providing a mobile health service to rough sleepers. SafetyNet has developed a significant Migrant Health service providing health assessment screening and GP clinics to vulnerable migrants, refugees and asylum seekers. We advocate for an inclusive health system and work towards integration of our patient's health care to the mainstream services.

SafetyNet Primary Care is an equal opportunities employer.

General Job Description

The Socrates and IT Systems Manager is responsible primarily for the management, oversight, and strategic development of the Socrates Patient Record System (SPRS) and Socrates Network User Group, collaborating with Clanwilliam Health and external Health Partner Socrates users. In addition, the role has oversight and responsibility for SafetyNet's internal and external IT systems, ensuring that IT infrastructure, hardware, software and Socrates Hosting components are maintained regularly and efficiently (in collaboration with SafetyNet's third party external IT Support provider), while ensuring compliance with GDPR regulations.

Duties & Responsibilities

The following outlines the primary duties and responsibilities associated with this position.

Socrates System Management & Oversight

- Serve as the primary point of contact for all matters related to the SPRS including new user accounts set up, report requests including external site audits, technical support troubleshooting and referral, duplicate patient record requests and Clanwilliam system updates advice to users
- Manage SPRS Joint Data Sharing Agreements for use of the SPRS with external Health Partners and process applications for new External Health Partner organisations join requests.
- Organise and facilitate Quarterly Socrates Network User Group (SNUG) Meetings and provide regular communication to all users.
- Manage the configuration, and plan and implement optimization of the SPRS system to ensure operational and user efficiency, including site reporting capability.
- Provide access to customised training of the SPRS, and training handout material to organisations, as required and access to technical support to internal users.
- Conduct regular audits of Socrates usage, in line with Clinical Governance guideline, as requested.
- Liaise with Clanwilliam Health and Safetynet External IT Support provider for timely resolution of all technical issues, software and VPN updates, and overall system improvements.

Internal IT Systems Management & Support

- Oversee and manage all internal IT hardware and software to ensure seamless operations across the Organisation, including authorisation of and use of Microsoft 365 cloud applications use on Organisation mobile devices.
- Maintain the Live Database of all IT hardware equipment.
- Implement and maintain internal IT security policies and Standard Operating Procedures (SOPs) in conjunction with Safetynet IT Policy, ensuring compliance with GDPR and other relevant regulations.
- Work closely with the organization's Data Protection Officer (DPO) to ensure data security and regulatory compliance within Safetynet's IT systems.
- Conduct IT audits to assess risks, identify vulnerabilities, and recommend solutions, as required.

IT Strategy Implementation

- Implement and maintain Safetynet's internal and external IT strategy aligned with its organizational goals.
- Research and recommend IT solutions, as required, for improvements, efficiency and security for the Organisation.
- Collaborate with internal stakeholders to assess internal IT system and software needs and develop recommendations for Senior Management Team review and approval.

Third-Party Liaison: Safetynet IT Support Provider and Clanwilliam Health

- Act as the key liaison between the Organization and Safetynet's third-party IT support provider.
- Work with external vendors, including Clanwilliam Health, and IT service provider, to ensure contract agreements are met.
- Coordinate with external IT teams for system upgrades, troubleshooting, and implementation of new technologies and disseminate through the Organisation, as required.

Note

This Job Description outlines the current responsibilities of the role. As Safetynet Primary Care evolves, the duties associated with this position will evolve with it.

Selection Criteria

The successful candidate will possess the ability to work effectively in a sensitive and confidential environment, demonstrating discretion, professionalism, and empathy at all times.

Qualifications & Experience:

Essential:

- Minimum of 3 years of experience in IT management, support, or system administration.
- Strong knowledge of GDPR regulations and IT security best practices.
- Experience in managing third-party IT vendors and service providers.
- Experience in design and delivery of in-house user training.
- Bachelor's degree in information technology, Computer Science, or a related field or equivalent qualification.

Desirable:

- Experience of working with the Socrates Patient Record System (Clanwilliam Health) or similar healthcare or CRM IT platforms.
- Management of multiple external stakeholders with projects.

Key Skills & Competencies:

- Technical proficiency in IT infrastructure, network security, and healthcare software systems.
- Strong project management and organizational skills.
- Strong troubleshooting and problem-solving skills with the ability to work under pressure
- Excellent communication and stakeholder management skills.
- Ability to train, communicate effectively with, and support non-technical users in IT systems and security best practices.
- Proactive and solution-focused mindset with excellent attention to detail.
- Team player with a can-do attitude.

Further Information for Candidates

- 35 Hours; 5 days Monday – Friday
- 12-month full-time contract (with potential to extend subject to funding) with a 6-month probationary period. Post is also subject to Garda Vetting.

How to apply

Apply with CV and letter of application to careers@primarycaresafetynet.ie by Friday 30th May 2025.

Shortlisting may apply.