



*Murdock Builders Merchants is a family-owned business with 18 locations across Northern Ireland and the Greater Dublin region. With over 400 employees we are recognised as a leading Company in our industry and supply general and specialist building materials, timber, and hardware to the construction trade, the DIY sector and the general public. We value both our customers and our employees and our business is built on offering consistently excellent customer service by well-trained and knowledgeable staff. We have also recently acquired Brooks Timber and Building Supplies in South of Ireland who have 10 branches located throughout Southern Ireland.*

# IT Support Engineer

## Head Office, Greenbank, Newry

### Overview:

The IT Team oversees technology services for four primary brands: Murdock Builders Merchants, Brooks Timber and Building Supplies Ltd, The Lotus Group, and Dublin Plywood & Veneer Company Limited (DPV).

**Murdock Builders Merchants**, established in 1982 and headquartered in Newry, Northern Ireland, has expanded to 14 branches and two timber processing facilities, becoming a prominent supplier of building materials across Ireland.

**Brooks** is a leading timber and builders' merchant in the Republic of Ireland, with a history dating back to the late 1700s, supplying timber products and building materials through a network of seven branches across Ireland.

**The Lotus Group** specializes in asset and property management services, focusing on retail, leisure, and residential sectors, and is known for its innovative approach to enhancing asset value.

**DPV**, founded in 1946, supplies panel products to the furniture trade in Ireland, offering items such as chipboard, plywood, Flexi ply, flooring, laminates, and fire door blanks. Collectively, these brands represent a significant presence in the construction and property management industries across Ireland and the UK.

### Role Summary:

The IT Support Engineer provides L1/L2 technical support to end users across multiple business locations, including branches, offices, and warehouses. This role focuses on resolving hardware, software, and network issues, supporting business applications (including ERP), and ensuring seamless IT operations. The IT Support Engineer will work closely with the Helpdesk Manager and Infrastructure Team to escalate and resolve more complex issues.

### Key Responsibilities:

- Provide L1/L2 technical support for desktops, laptops, printers, and mobile devices.

- Support branch technology, including POS systems, connectivity (Wi-Fi, VPN), and hardware setups.
- Troubleshoot Microsoft 365 applications (Outlook, Teams, OneDrive, SharePoint, etc.).
- Assist in ERP support, resolving user issues and escalating complex cases to the ERP team.
- Manage user accounts, permissions, and access controls in Active Directory and Microsoft 365.
- Support service provisioning, including new user onboarding and software installations.
- Respond to and resolve IT tickets within agreed SLAs.
- Work with the Infrastructure Team to escalate network and system issues (L3 support).
- Monitor and maintain IT assets and inventory, ensuring proper tracking and documentation.
- Assist in IT security best practices, including patching, antivirus updates, and password management.
- Contribute to IT training and documentation for end users.
- Assist in IT projects, system upgrades, and branch rollouts.

#### **Qualifications & Skills:**

- Bachelor's degree or diploma in IT, Computer Science, or a related field.
- Knowledge of Windows OS, Microsoft 365, and networking fundamentals.
- Knowledge of Microsoft technologies (Windows Server, Azure, Active Directory, M365, Hyper-V).
- Knowledge of firewalls, networking (SonicWall, Cisco, Fortinet, Meraki), and VPNs.
- Knowledge of remote access technologies (Citrix / RDP)
- Experience supporting POS systems and retail branch technology is a plus.
- Basic understanding of ERP support and business applications.
- Good troubleshooting, problem-solving, and customer service skills.
- Ability to prioritize tasks and work in a fast-paced environment.
- Full clean driving license.

**Closing date: Friday 27th June 2025**

**To apply please:**

**Email CV to: [MRice@mbm.ie](mailto:MRice@mbm.ie)**

**Download application form from: [murdockbuildersmerchants.com/careers](https://murdockbuildersmerchants.com/careers)**

Murdock Builders Merchants is an Equal Opportunities Employer and welcomes applications from all sections of the Community.