



Pinewood Laboratories Ltd



#JOB-2470590



PINEWOOD HEALTHCARE, Ballymacarbry,
Co. Waterford, E91 D434



No of positions : 1



Paid Position



39 hours per week



37000.00 Euro Annually



16/09/2026



14/10/2026

How to apply

Application Method :

Please apply to the vacancy by the following means:

Email : r.cleary@pinewood.ie



Open your camera
app & point here
to view this ad
online



IT Support Engineer

Application Details

In order to work in Ireland a non-EEA National, unless they are exempted, must hold a valid employment permit. Please review the [Eligibility and requirements for an employment permit](#) if you are unsure of your eligibility to apply for this vacancy.

Job Description

Pinewood Healthcare is a leading developer, manufacturer and marketer of a range of generic, ethical and over-the-counter (OTC) healthcare products. The Company employs over 320 people across two sites in Tipperary and Dublin. Pinewood holds a licence from the Health Products Regulatory Authority (HPRA) to manufacture a range of pharmaceutical products including oral liquids, suspensions, creams and ointments.

The IT Support Engineer is a dynamic IT professional and a key player in the Pinewood Application Support team. The role holder will work closely with Global IT teams, support management, monitor and troubleshoot existing and new IT applications.

Job Challenges/Key Responsibilities

User Administration for existing and upcoming IT and GMP systems.

Account administration for non GMP systems.

Co-ordinate workshops and attend training for implementation of new IT systems and the continuous development of existing systems.

Support the Ticket Management System (systems change control) and the Pinewood intranet site.

Creation of technical documents, user manuals, IT SOP creation and provision of training to end users.

Ensuring adherence to internal policies, standard tools, best practices and processes where required.

Serve as a primary point of contact for complex technical issues (hardware, software, networking, and cloud) (200+ Clients)

Monitor, manage and maintain core IT infrastructure including servers, storage, networks, and cloud platforms (50+ servers e.g., Azure).

Support and maintain IT solutions to improve performance and security including client's devices and connection to applications and both internal and External services.

Assist in planning and executing infrastructure upgrades, migrations, security and systems upgrades, and patch management.

Lead root cause analysis and post-incident reviews for critical system outages.

Collaborate with internal teams and external vendors to resolve issues and deliver projects.

Develop and maintain technical documentation, procedures, and best practices.

Ensure adherence to cybersecurity best practices and compliance standards. (currently with Fortinet & iSOC)

Participate in after-hours support as needed for scheduled maintenance activities, Drills and emergencies.

Help maintain, monitor and recover for all Backup and restore mechanisms and systems.

Support corporate and Industry standard applications (SAP ERP, Trackwise, LMS (Learning) to include enrolment, licence management and training.

JOB KNOWLEDGE, SKILLS, QUALIFICATIONS AND EXPERIENCE

- Degree in Computer Science, IT or equivalent qualification.
- Relevant IT certifications.
- 1+ years' experience is essential
- Microsoft Office skills are essential

Skills/ Behavioural Competencies

- Demonstrated ability to quickly grasp and evaluate new systems/products.
- Excellent analytical and problem-solving skills.

- **Sector:** manufacturing

Career Level

- Entry Level

Candidate Requirements

(Essential)

- **Minimum Experienced Required (Years):** 1
- **Minimum Qualification:** No Qualification **OR** Degree in Computer Science, IT or equivalent qualification.

(Desirable)

- **Ability Skills:** Computer Literacy, Technical IT
- **Competency Skills:** Problem Solving, Working on own Initiative