

EnergyCloud Technical Project Coordinator Job Spec September 2026

Company Overview

According to the ESRI, more than 550,000 households—almost 1.5 million people—experience energy poverty in Ireland. At the same time, an estimated €523 million worth of renewable wind energy was wasted in 2025.

EnergyCloud Ireland is a registered charity, and our vision is to end energy poverty. We are working to achieve this by:

- Advocating for improved government policy and delivery; and
- Creating solutions that demonstrate how surplus renewable energy can be delivered to homes experiencing energy poverty.

Job Description

The Technical Project Coordinator will provide hands-on support across EnergyCloud's day-to-day technology operations and technical projects, with a particular focus on maintaining accurate installation and device records, coordinating support cases, supporting business systems, testing and project follow-up.

Reporting to the Technical Program Manager, the successful candidate will help keep routine technical work, project actions, documentation and stakeholder follow-ups on track. A key initial focus will be supporting EnergyCloud's transition from Node-RED-based and legacy systems to Microsoft Azure, alongside the ongoing use of Zoho and other business systems.

This is a junior role suited to someone who is organised, technically curious and comfortable learning new systems. The role will work within the technology strategy, architecture, data standards, monitoring protocols and technical governance established by the Technical Program Manager, with scope to build technical and project-delivery skills over time.

Responsibilities

Day-to-Day Technical Operations

- Maintain accurate installation, device and resident-related technical records across EnergyCloud systems, following established data and operational procedures.
- Monitor, triage and manage routine technical support cases in Zoho Desk, progressing straightforward issues and escalating more complex matters to the Technical Program Manager or relevant technical partner.
- Support day-to-day administration, configuration and testing across relevant business and cloud systems, including Zoho and Microsoft Azure, within agreed permissions and procedures.
- Support system and device monitoring, incident management and troubleshooting activities in accordance with established monitoring protocols.
- Coordinate routine follow-ups with installers, developers, suppliers and internal colleagues to help resolve operational and technical issues.
- Maintain clear records of issues, actions, resolutions and recurring problems to support continuity and service improvement.

Project & Technical Coordination

- Support the planning and delivery of technical projects and workstreams under the direction of the Technical Program Manager.
- Maintain project plans, timelines, milestones, action logs, dependencies and status updates, highlighting delays, blockers or decisions required.
- Assist with the implementation and testing of integrations, automated workflows, data pipelines and connected-device technologies.
- Develop and maintain project-specific documentation, runbooks, troubleshooting guides, testing records and handover materials.

Data & Process Support

- Support data-quality checks and validation to help ensure installation, device and programme information is accurate and reliable.
- Use basic SQL queries and other data tools, with guidance where required, to validate data, reconcile records and support data-related investigations.
- Support dashboards, reports and analytics required for operational or project purposes, in accordance with EnergyCloud's established reporting and data standards.
- Identify opportunities to improve or automate routine operational processes and raise suggestions with the Technical Program Manager.

Stakeholder Support

- Work closely with the Technical Program Manager and Operations team to help ensure technical activities meet operational requirements.
- Communicate clearly with technical and non-technical stakeholders and coordinate day-to-day follow-up with suppliers, developers, installers and delivery partners.
- Support the capture of requirements, procurement activity and supplier evaluation by gathering information and maintaining clear documentation.
- Escalate significant technical, commercial, strategic or delivery matters to the Technical Program Manager.

Qualifications

- Some relevant professional experience, typically 1–3 years, in technical coordination, IT/application support, systems administration, technical operations, project support or a related role.
- Experience using business or SaaS applications, with strong digital skills and the ability to learn new systems quickly.
- Exposure to Microsoft Azure or another cloud platform through work, training, certification or project experience.
- A basic understanding of system integrations, APIs, automated workflows and data flows.
- Basic knowledge of SQL, JSON or similar data technologies, or a demonstrated willingness and ability to develop these skills.
- Strong organisation, problem-solving and attention to detail, with the ability to manage actions and follow-up across multiple workstreams.
- Good written and verbal communication skills and a commitment to EnergyCloud's mission of addressing energy poverty and reducing renewable energy waste.

Desirable Experience and Knowledge

- Experience with Zoho applications such as Zoho CRM, Zoho Desk, Zoho Analytics or Zoho Flow, or comparable business platforms.
- Familiarity with Microsoft Azure services, Node-RED, workflow automation or low-code/no-code tools.
- Experience with IoT devices, connected-device platforms, technical support or device monitoring.
- Knowledge of electrical systems, energy technologies, renewable energy, housing or the charity sector.
- Experience with project-management tools, structured testing or technical change processes.
- Relevant degree, diploma, certification or professional training in technology, engineering, data, project management or a related discipline.

Working Conditions and Package

This is a remote role, with a requirement to attend in-person meetings and project or installation sites on a semi-regular basis.

The successful candidate may occasionally be required to travel within Ireland to meet suppliers, partners, installers or other project stakeholders.

The remuneration package will be competitive and will reflect the successful candidate's experience and qualifications.

Please apply with a CV and cover letter to irelandjobs@energycloud.org, please do not phone or contact through any other channel.