



GRIFFITH COLLEGE

Job Title: IT Helpdesk Administrator	Reports to: Head of IT
Location: Dublin South	Job Type: Permanent (subject to probation)

Job Summary:

We are looking for someone who is interested in working in an environment that will challenge you (and will offer you the support required to meet those challenges) and present an opportunity to expand your technical skills in a hands on role with great scope for personal growth.

You will work as part of our help desk team sharing ideas and knowledge, learning from one another, with access to all areas of systems administration across desktop and hardware support, security, Linux and Windows, networking and infrastructure etc. This role offers both freedom and responsibility whilst benefiting from mentoring from senior systems administrator staff as you develop.

This is an exciting opportunity for a computer graduate to start their career within IT. Training will be provided within the department to transfer skills and knowledge and on going support will be available.

Job Responsibilities:

Responsibility includes help desk support and systems administration for all IT requirements of the College in our South Circular Road and Wolfe Tone Street campuses.

- Administration of GC IT help desk, resolving, delegating and escalating tickets as required.
- Administration of active directory, group policies, Office 365, Sharepoint, MS DHCP & DNS, terminal services.
- Maintenance of physical network environment including servers, switches, routers, firewalls, racks, patch panels, etc
- Maintenance of classroom A/V equipment (PCs, projectors, control systems)
- Application of security updates and patches to servers and clients as required
- Resolving operational problems relating to servers, PCs, printers, data communications, application software, etc.
- Configuration and deployment of servers and desktops.
- Monitoring and measuring operational performance (for e.g. with graylog, netdata, nagios etc.)
- Administration & maintenance of telephone system.
- Document tasks, policies and SOPs.
- Prepare operational reports as required.



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Working environment:

- Windows & Linux servers. HyperV cluster and Dell SAN.
- Student network consisting of 250+ Windows 10 PCs (some dual boot with OSX).
- Staff network of 150+ Windows 10 PCs.
- Cisco switches and Fortinet firewalls
- Classroom A/V equipment including Panasonic & Hitachi projectors, Extron and Crestron control equipment.
- Any other duties that fall within the employee's capabilities.

Minimum Education/ Experience Requirements:

- MS Windows desktops troubleshooting.
- Printer maintenance.
- Active Directory & Group Policy
- Networking
 - Strong understanding of TCP/IP
 - Experience in MS DNS & DHCP administration and
 - Switch configuration
 - WiFi configuration

They should also possess the following attributes:

- Excellent customer service & communication skills
- Strong organisational and problem solving skills.
- Excellent written and verbal English-language.
- Flexible team player able to adapt to changing environment.
- Self motivated and quick to learn.
- Attention to detail.

In addition to the core skills knowledge of any of the following would be beneficial but they are not required:

- Linux (Postfix, Cyrus, Squid, Bind, Apache etc.)
- Scripting (any of php, perl, python, bash, vb, powershell etc.)
- Firewalls
- OSX
- Backup Solutions (Bacula or other enterprise scale systems)
- Systems Management Software (Nagios, netdata, graylog)
- Telecoms, PABX, VOIP (Asterisk)
- Must be legally entitled to work full time in Ireland for any employer.

Applications can be sent directly to opportunities@griffith.ie. If you would like to discuss the role in more detail please call +353 1 4163366 or email john.molohan@griffith.ie



GRIFFITH COLLEGE

About Griffith College

Established in 1974, Griffith College is Ireland's largest independent 3rd level institution with locations in Dublin, Cork and Limerick. The main campus is situated on seven acres within a mile of St. Stephen's Green on Dublin's South Circular Road. Griffith College enjoys national and a growing international reputation for student success. The College has gained an enviable, award winning reputation for providing students with first class lectures and excellent study material. Griffith College offers internationally recognised postgraduate and undergraduate degree programmes, complimented by a wide range of professional, short term and corporate training educational solutions - in Griffith college, there is something for everyone. Today there are over 7,000 students studying in the College, which is a designated educational institute of the Quality and Qualifications Ireland (QQI). Click the link for more information. <http://www.griffith.ie/>

Our Vision

'Empowering learners to achieve their career and life potential'

Why work for Griffith College?

- Competitive salary package.
- Funding support for continued professional and academic development.
- Bike to work scheme.
- Tax saver travel scheme.
- Paid annual leave and public holidays.
- Opportunity for continued training development and support.
- Free parking facilities.*
- Onsite subsidised restaurant.*
- Stunning historical premises.
- Vibrant multidisciplinary and multicultural learning environment.
- Innovative and agile place to work.
- Welcoming environment committed to learner and staff development.
- *Dublin campus on South Circular Road.

This job description is not to be regarded as exclusive or exhaustive. It is intended as an outline of proposed areas of activity and will be amended in the light of the changing environment within the Faculty and the College. Griffith College is an equal opportunities employer. Candidates must be eligible to work full-time for any employer in Ireland. We thank everyone for their applications, however, only candidates selected for interview will be contacted.