



GRIFFITH COLLEGE

Job Title: <i>Helpdesk Administrator</i>	Reporting to: <i>IT Operations Manager & Senior Systems Administrator</i>
Location: Griffith College, Dublin	Job Type: Permanent, Full time

We're 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 presents an opportunity to expand your technical skills in a hands-on role with great scope for personal growth.

Working in our main Dublin campus based at South Circular Road, we will give you the opportunity and freedom to plan and implement changes and improvements to all areas of technology in the College. We want you to grow your own skills whilst improving the services we offer.

You'll work with our 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 staff as you develop.

Duties:

Primary responsibility working within a help desk support team with systems administration tasks and responsibilities growing with your experience in the role.

- Dealing with Learner Queries in relation to systems access and device maintenance.
- Responding to service requests.
- Maintenance of classroom A/V equipment (PCs, projectors, control systems).
- Resolving operational problems relating to PCs, printers, data communications, application software, etc.
- Configuration and deployment of desktops.
- Administration & maintenance of telephone system.
- Administration of active directory, group policies, Office 365, SharePoint, MS DHCP & DNS, terminal services.
- Installing and configuring software, hardware and networks.
- Monitoring system performance and troubleshooting issues.
- Application of security updates.

**Working environment:**

- Staff network of 150+ Windows 10 PCs.
- Student network consisting of 250+ Windows 10 PCs (some dual boot with OSX).
- Classroom A/V equipment including Panasonic & Hitachi projectors, Extron and Crestron control equipment.
- Windows & Linux servers. Hyper-V cluster and Dell SAN.
- Cisco network infrastructure and Fortigate network security appliances.

Skills required:

- 2-3 years proven experience as a Helpdesk Administrator or similar role.
- BSc/Ba in Information Technology, Computer Science or relevant industry experience
- Knowledge of system security and patch management.
- Familiarity with Windows 10 and Microsoft Active Directory.
- Experience with networks.
- Excellent customer service & communication skills.
- Strong organisational and problem-solving skills.
- Excellent written and verbal English-language communications.
- Flexible team player able to adapt to changing environment.
- Self-motivated and quick to learn.
- Attention to detail.
- Any other commensurate duties that fall within the employee's capabilities.
- Applicants must be eligible to work for any employer in Ireland at the time of job offer.

About Griffith College

Established in 1974, Griffith College is Ireland's largest independent third 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'



GRIFFITH COLLEGE

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.