

Enterprise Ireland National Graduate Programme

IT Help Desk Support Analyst

Role Description:

This is a graduate placement position for an IT Help Desk Support Analyst within the IT Helpdesk & Infrastructure team of the Business Process Improvement & Information Technology (BPI & IT) Department of Enterprise Ireland. The placement will commence in late September/early October 2021 and run until August 2023.

The Role of Business Process Improvement & Information Technology (BPI & IT) Department is as follows:

- Manage and support Enterprise Ireland's portfolio of Information Systems.
- Drive efficiencies and operational excellence across our core business operations, applying lean principles to business process management.
- Deliver and continuously develop web platforms including online client services.
- Develop technology platforms to support client engagement, knowledge sharing and collaboration.

Role Responsibilities:

The successful candidate will join the Helpdesk & Infrastructure team whose responsibilities include managing, developing and supporting a global network (850+users, 35+ sites) of computers, devices, servers, phone systems, security, disaster recovery and Help Desk support.

The role involves providing 1st / 2nd line IT Help Desk support to the organisation's users and participating in various Infrastructure projects that will arise during the placement. Some of the responsibilities will include:

- Taking customer IT support requests to resolution while keeping customer up to date on progress and escalating when appropriate.
- Upgrading and replacing PCs and laptops with standard build and troubleshooting any issues that may arise. PC installations will take place at people's desk and over the phone.
- Ensuring software versions are kept current on all PCs and laptops.
- Maintaining MFD devices.
- Liaising with service providers.
- Ensuring IT security and other policies and processes are correctly followed.
- Supporting and mentoring other team members and acting as backup to other support analysts in the Infrastructure team.
- Participating in various infrastructure projects as they arise.

During the placement, the successful candidate will become familiar with Enterprise Ireland's IT infrastructure including desktops, devices, servers, networks, security, business productivity software and cloud services.

There will also be opportunities, depending on the interests of the successful candidate, during the placement to work for short periods of time in other areas of the BPI & IT Department to gain valuable experience in data management, software development, website development etc.

About Enterprise Ireland

Enterprise Ireland is the government organisation responsible for the development and growth of Irish enterprises in world markets. We work in partnership with Irish enterprises to help them start, grow, innovate and win export sales on global markets. In this way, we support sustainable economic growth, regional development and secure employment.

Enterprise Ireland works with entrepreneurs and business people across the full business development spectrum - from early-stage entrepreneurs, to established business owners and large Irish multinational companies.

Role Requirements:

- Relevant 3rd Level qualification in Information Technology a minimum of a 2.2 degree (level NFQI Level 8).
- Good working knowledge and experience using and problem-solving some of the following:
 - PCs, Laptops, Tablets, mobile phones, printers, audio / video and other end-user systems.
 - Commons end-user software such as Microsoft Windows, Microsoft Office 365 suite and security software.
 - Computer Security.
 - IT Infrastructure such as networks, servers and Active Directory.
- Some customer service experience is desirable.
- Experience working in a technical support or Helpdesk role is desirable.
- Strong work ethic; self-starter & highly motivated. Ability to meet & exceed project deadlines & milestones.
- A Team Player with strong interpersonal and communication skills.
- Must be committed to self-development and be enthusiastic about acquiring new skills.
- We look for strong academic performance. You must have completed your degree between January 2019 to September 2021.
- You must be available to start the role in late September/early October 2021.
- Eligibility to work under an Irish contract of employment for the duration of the programme is essential.

Application and Selection Process

- Applications will close at midnight on Friday 24th September 2021.
- Placement on Enterprise Ireland's Graduate Programme 2021-2023 will be subject to verification of meeting the eligibility criteria, along with short-listing and competency assessment throughout the recruitment, selection and placement stages, as appropriate.
- Assessments may include online questionnaires/testing, video or telephone interview and interview.
- Successful graduates joining Enterprise Ireland on the Graduate Programme 2021-2023 will begin their placement in late September/early October 2021.

Apply: Please send a copy of your CV by email to the Graduate Programme Team at Graduates@enterprise-ireland.com

For Further Information

Email the Graduate Programme Team at Graduates@enterprise-ireland.com