

Enterprise Ireland National Graduate Programme

Junior Systems Administrator

Role Description:

This is a two-year graduate placement position for a Junior Systems Administrator within the Infrastructure team of the Business Process Improvement & Information Technology (BPI & IT) Department of Enterprise Ireland.

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 IT Infrastructure Team whose responsibilities include managing, developing and supporting a global network (800+users, 35+ sites) of computers, devices, servers, phone systems, security, disaster recovery and helpdesk support. The infrastructure team are a small, specialised and multi-disciplined team who provide backup to each other for all of the technologies in their portfolio.

The role involves assisting the Infrastructure team with the management, support and development of the organisation's IT infrastructure. During the placement, the successful candidate will become familiar with Enterprise Ireland's infrastructure including desktops, devices, servers, networks, security, business productivity software and cloud services and will have opportunities to undertake and participate in infrastructure projects.

The role will involve providing 1st / 2nd line Helpdesk support for infrastructure issues, administration of some of the Infrastructure systems, along with participation in various infrastructure projects and tasks, for example carrying out research along with upgrades and rollouts of new systems.

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 of some of the following technologies:
 - Computer networks.
 - Microsoft Windows Servers and Virtualisation
 - Microsoft's business collaboration systems like Office 365, Exchange, Skype, Onedrive, Sharepoint.
 - Microsoft Active Directory
 - Computer security
 - PC's, Laptops, tablets, phones and related end user devices.

- A Cisco, Microsoft or similar technical certification is desirable
- 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 2017 to August 2019.
- You must be available to start the role in late August 2019.
- Eligibility to work under an Irish contract of employment for the two-year duration of the programme is essential.

Application and Selection Process

- Application will close at mid-night on Friday 17th May 2019.
- Placement on Enterprise Ireland's Graduate Programme 2019-2021 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/presentation participation.
- Successful graduates joining Enterprise Ireland on the Graduate Programme 2019-2021 will begin their internship in late August 2019.

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

Contact Us / Further Information

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

Visit our website at <http://www.enterprise-ireland.com/careers>

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