

**Evad IT Solutions
Job Description**



**Proactive Managed Services | GDPR Compliance Services | Cloud Solutions | Data Infrastructure |
Networking and Security | HP Premier Managed Print | ICT Consultancy | Contract Resourcing**

Address: 3 Robinhood Industrial Estate, Robinhood Road, Dublin 22

Job Title: Helpdesk IT Engineer

Date: May 2021
Reports to: Service Manager

Job Details

- Company: EVAD IT SOLUTIONS LIMITED
- Job Location: Head office Unit 3, Robinhood Road, Dublin 22, and on customer sites in Dublin and surrounding counties
- Start date: IMMEDIATELY
- Contract type: Temporary Full-time
- Career level: Experienced 1 years +
- Salary: To be Confirmed based on experience
- Hours per week: 37.25 Normal working hours: 8.45am-5.30pm Monday-Friday

Job Purpose

Perform a variety of entry level engineering activities, including installing, maintaining and supporting computer communications within organizations. Your goal is to ensure the smooth operation of communication networks in order to provide maximum performance and availability for users. As a Helpdesk IT Engineer, you will have good technical and interpersonal skills, have lots of drive and energy and an eagerness to learn. You will be self-motivated and ambitious with a strong technical acumen and have great Communication skills. You will be a strong team player. Knowledge and experience of a similar Helpdesk IT Engineer role in a comparative environment would be advantageous. You will be upskilled and trained to eventually work also as a field engineer.

Responsibility / Activity

Primary Responsibilities

- Installation, configuration and support of desktops and laptops in a networked environment

- Installing, supporting, and maintaining new server hardware and software infrastructure
 - Managing email, anti-spam, and virus protection
 - Ensuring the most cost-effective and efficient use of servers
 - Analysing and resolving faults, ranging from a major system crash to a forgotten password
 - Ensuring that all IT equipment complies with industry standards
 - Suggesting and providing IT solutions to business and management problems
 - Helpdesk phone support and monitoring of Client systems.
- Provide support to customers on any software or hardware issues that they may have. This support may be carried out onsite or remotely as appropriate and may include: Firewall and router technology support
- Advise customers on their current and/or new technologies and give recommendations where possible.

- Assisting Senior IT Engineer's with installs and repairs.

Knowledge and Skill Requirements

- At Least 1 years + experience
- Flexible
- Good knowledge of Microsoft and Apple systems
- Knowledge of Microsoft Office Suite and Office 365
- Excellent communication skills, both written and verbal
- Demonstrable problem-solving skills
- Management of all company backups

Desirable skills

- Experience of dealing with a large and diverse user base
- Experience with VMWARE or HYPERV
- Experience with Veeam or similar back up products
- Understanding of IT security and the associated firewall, and anti-virus administration
- Ability to manage many tasks and prioritize appropriately
- A desire to become involved in many parts of the business and to drive forward changes in current processes
- Microsoft or Apple Certification
- Microsoft 365 Certified: Modern Desktop Administrator Associate
- Microsoft 365 Certified: Messaging Administrator Associate
- Microsoft 365 Certified: Teamwork Administrator Associate
- Microsoft 365 Certified: Security Administrator Associate
- Microsoft 365 Certified: Teams Administrator Associate
- Microsoft 365 Certified: Developer Associate
- Microsoft Certified: Azure AI Engineer Associate
- Microsoft Certified: Azure Administrator Associate
- Microsoft Certified: Azure Developer Associate
- Microsoft Certified: Azure Security Engineer Associate
- Microsoft Certified: Data Analyst Associate
- Microsoft Certified: Azure Data Scientist Associate
- Microsoft Certified: Azure Data Engineer Associate
- Microsoft Certified: Azure Database Administrator Associate
- Microsoft 365 Certified: Enterprise Administrator Expert

- Microsoft Certified: Azure Solutions Architect Expert
- Microsoft Certified: Azure DevOps Engineer Expert
- Microsoft Certified: Dynamics 365 + Power Platform Solution Architect Expert
- Microsoft Certified: Dynamics 365: Finance and Operations Apps Solution Architect Expert

Role in Business Process

Competencies Required	Description of Role / Responsibility
Action Orientated	<ul style="list-style-type: none"> • Displays drive, energy and initiative. • Sees what needs to be done and does it without being told. • Does not "over think" problems or tasks.
Results Driven	<ul style="list-style-type: none"> • Works proactively with manager and others to clarify and understand results on which he/she needs to focus. • Once goals and results needed are sufficiently clear, stays on a focused, efficient path for achieving results. • Accepts difficult goals or assignments and gets right to work. • Takes responsibility for and pride in achieving successful results. • Demonstrates a strong work ethic and is committed to seeing tasks through to completion. • Willing to do even the detailed or routine work necessary to achieve results.
Planning, organising and coordinating	<ul style="list-style-type: none"> • Effectively prioritize own work such that she/he is prepared and able to meet work objectives. • Efficiently uses his/her time. • Organizes resources to complete his/her projects efficiently and on time. • Effectively participates in routine planning activities related to his/her work. • Keeps appropriate people informed about progress on tasks/projects.

Please send CV and cover letter to: clare.donnelly@evad.ie

This description has been designed to indicate the general nature of and the criteria required to perform this function. It will be subject to regular review with the post holder and your Manager.

Evad IT Solutions is an equal opportunity employer and does not discriminate against individuals on the basis of gender, age, race, colour, nationality, ethnic or national origin, religion, marital status, family status, sexual orientation, disability or membership of the travelling community