



IT Support Technician – Kilbarry Industrial Estate, Dublin Hill, Cork

General Purpose:

Responsible for installing and supporting desktop/laptop hardware and software, computers peripherals, office printers and maintain PC assets.

Principle Accountabilities:

- Performs the installation, repair, and preventative maintenance of personal computer and related systems.
- Assists in determining suitable software to meet user requirements.
- Manage required supplies for printers (not to include paper).
- Install software, patches, updates on desktops, laptops and personal devices.
- Keep accurate tracking of all assets supported by Deskside.
- Maintains PC assets in both a physical and logical manner and maintain its accurate tracking.
- Provide 1st line technical support for end-users computers hardware and software, printers and its network connectivity.
- Troubleshoots software and hardware failures and identifies network problems when they relate to personal (desktop or laptop) end-users computers.
- Assist Network Administrator/Analyst to troubleshoot end-users network-related issues.
- Interacts with vendors to facilitate repairs of hardware, i.e. printers, laptops and desktops.
- Performs image builds for use on all desktop and laptops.
- Performs other duties as assigned.

Education:

Candidates must be enrolled in a technical course

Knowledge/Skills/ Abilities:

- General knowledge of PC architecture (hardware and software).
- Exposure to Windows Operating systems.
- Knowledge of ghosting/imaging processes used for disk duplication into standard environments. Adherence to prescribed helpdesk procedures.
- Troubleshooting and problem-solving skills.
- Ability to read and interpret documents such as operating and maintenance instructions and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to speak effectively before groups of customers or associates in organization.
- Candidates must be eligible to work in Ireland.

Please email cover letter and CV to Cliodhna.byrne@flex.com.

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