



**Respond**  
Housing Association

## Job Description

<b>Job Title:</b>	<b>IT Officer</b>
<b>Location:</b>	Waterford
<b>Department:</b>	Information Technology
<b>Responsible to:</b>	IT Officer
<b>Job Purpose:</b>	To support the existing hardware, software and communication systems and the deployment of new technologies.
<b>Core Duties &amp; Responsibilities:</b>	<ul style="list-style-type: none"> <li>➤ To communicate with internal staff and external suppliers and contractors to support the functional organisational needs.</li> <li>➤ Provide telephone and remote support for employees needing help with technical issues</li> <li>➤ Provide information or guidance notes to employees to ensure best practice use of existing technologies and systems.</li> <li>➤ To record communications with staff, suppliers and colleagues on a helpdesk system to provide continuity of support to users and to facilitate escalation of calls to colleagues or external suppliers</li> <li>➤ Work closely with colleagues to ensure swift resolution of employee support issues</li> <li>➤ Perform software configuration and hardware configuration repairs.</li> <li>➤ Implement new information systems or deploy replacement or new technologies for specific departments</li> <li>➤ Manage Asset Management system by recording and keeping up-to-date information on all IT assets.</li> <li>➤ Maintain and support all IT hardware in the organisation.</li> <li>➤ Escalate issues to colleagues or third party suppliers where appropriate.</li> <li>➤ Monitor server activity, network activity, security activity, backup activity and disk usage to ensure continuity of service to users; to engage in preventative maintenance or works and to escalate to colleagues or your manager's issues of importance.</li> <li>➤ Implement security measures to safeguard information in IT systems against unauthorised modification, destruction, or disclosure through the regular daily monitoring of Anti-virus and Anti-spam software</li> <li>➤ Manage complex tasks across the organisation related to technology upgrades or replacement</li> <li>➤ Provide written guidance notes to users on common error or issues and conduct training or workshops with users on common issues.</li> <li>➤ Working outside of normal working hours will be required. Officers are expected to provide on-call cover overnight and at weekends on a rota basis to ensure continuity of business operations.</li> <li>➤ Any other duties that may be assigned from time to time.</li> </ul>

**Person  
Specification:**

- Outstanding customer service and interaction skills.
- Outstanding verbal and written communication skills.
- Ability to make decisions independently or to escalate issues as needed
- Proven track record of effective working in a technical customer facing team environment
- Proven experience in a Microsoft environment, to include the following:
  - Desktop operating systems to include Windows 7/8.
  - Office 2007 and 2010, 2013
  - Office 365
  - Active Directory and Group Policies,
  - Experience writing SQL queries
  - Windows Server 2008 / 2012
  - Virtualisation technologies especially Hyper V
  - Software installation and configuration.
  - Desktop Installations
  - Network support
  - Phone System Management preferably Avaya IP Office desirable .
- Strong analytical and problem solving skills and technical aptitude essential
- Excellent communication and interpersonal skills.
- Ability to deliver high quality work under time pressure
- Proven ability to act on own initiative
- Flexibility
- FETAC Level 7 or Level 8 degree in IT or related discipline desirable, or equivalent work experience
- Microsoft accredited certifications in the technologies outlined above desirable.