



JOB DESCRIPTION

Respond is one of the largest housing associations in Ireland, providing social housing and homeless services. Our vision is that ‘every family and individual in Ireland will have high-quality housing as part of a vibrant and caring community’. We are growing rapidly in response to the housing crisis and are now looking for the right person who has the passion and skills to help us realise our vision.

Role:	IT Helpdesk Officer
Location:	Waterford
Reporting to:	IT Manager
Terms:	Fixed Term Contract – Full Time (Mon to Fri)
Job Purpose:	To support the existing hardware, software and communication systems and the deployment of new technologies.

Core duties and responsibilities:

- To communicate with internal staff and external suppliers and contractors to support the functional organisational needs.
- Provide telephone and remote support for employees needing help with technical issues
- Provide information or guidance notes to employees to ensure best practice use of existing technologies and systems.
- 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
- Work closely with colleagues to ensure swift resolution of employee support issues
- Perform software configuration and hardware configuration repairs.
- Implement new information systems or deploy replacement or new technologies for specific departments
- Manage Asset Management system by recording and keeping up-to- date information on all IT assets.
- Maintain and support all IT hardware in the organisation.

- Escalate issues to colleagues or third party suppliers where appropriate.
- 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.
- 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
- Provide written guidance notes to users on common error or issues and conduct training or workshops with users on common issues.
- Build good relationships and effective co-operation with relevant internal teams
- Any other relevant duties that may be assigned from time to time

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 8/10.
 - Office 2010, 2013,2016
 - Office 365
 - Windows Server 2012/2016
 - 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
- Full driving license and access to car
- 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.