**IT Service Desk Technician – National Office**

The Alzheimer Society of Ireland works across the country in the heart of local communities providing dementia specific services and advocating for the rights of people affected by dementia to quality supports and services.

Our vision is an Ireland where people on the journey of dementia are valued, can realise their rights and exercise choice, and are living well where they choose.

A national non-profit organisation, The Alzheimer Society of Ireland is person centred, rights-based and grassroots led with the voice of the person with dementia and their carer at its core.

The ASI is currently recruiting an **IT Service Desk Technician,** who will be based in The Alzheimer Society of Ireland, National Office, Temple Road, Blackrock, Co Dublin.

This is a permanent, full-time contract working a hybrid model with a two days per week required in National Office, Temple Road, Blackrock, Co Dublin.

 IT desk technician must have in person attendance for scheduled meetings, training and work events as required and may be required to travel upon occasion.

To be successful in this role you will need good organisational and planning skills, be detail oriented and understand the need for confidentiality. You will need good communication and organisational skills and be able to work on your own initiative as well as part of a team.

If you are interested in applying for this post, please submit a full and up-to-date CV and covering letter explaining why you feel you could undertake this role and send it to the **HR Team (recruit@alzheimer.ie)**

Closing date for applications is **22nd March 2024**

The Alzheimer Society of Ireland is an Equal Opportunities Employer.

**JOB DESCRIPTION**

**Purpose of Position:**

The Alzheimer Society of Ireland is the leading dementia-specific service provider in Ireland. The ASI works across the country in the heart of local communities, providing dementia-specific services and supports and advocating for the rights and needs of all people living with dementia and their carers. Our vision is an Ireland where people on the journey of dementia are valued, can realise their rights and exercise choice, and are living well where they choose. A national non-profit organisation, The Alzheimer Society of Ireland advocates, empowers, and champions the rights of people living with dementia and their communities to quality support and services. The ASI employs almost 700 staff across Ireland providing supports to people with Dementia and their families.

The Alzheimer Society of Ireland (Society) IT department plays a crucial role by managing and leveraging technology to support the business to achieve its mission and business objectives. The department has overall responsibility for:

•     Infrastructure Management

•     Network management

•     Data Management

•     Cyber Security

•     User Support across the organisation

•     Business Applications

•     Training and Development on its digital systems

•      IT compliance and Governance

•     IT Project Management

In your role as IT Service Desk Technician, you will be responsible for addressing and resolving user-reported issues related to hardware, software, and network systems for user base of more than 700+ users and 500+ devices. This involves thorough troubleshooting and diagnostic efforts, with a commitment to escalating issues as needed for swift resolution. Additionally, you play a crucial role in the installation, configuration, and maintenance of various computer hardware components, such as desktops, laptops, servers, and peripherals, while also performing routine maintenance tasks to ensure optimal system functionality. Role also encompass the maintenance of accurate and up-to-date

documentation of IT systems, configurations, and procedures, including the creation and updating of know

**Main Duties and Responsibilities:**

- Configuration of all IT equipment (PCs, Laptops, Printers, Tablets, Mobile Phones), including installation of equipment onsite.
- Perform ad-hoc remote and on-site installation of workstation hardware and/or software.
- Perform coordination of workstation asset recovery (returns/leavers/replaced equipment).
- Provide 1st line remote and desk side support services to end-users. Troubleshoot IT-related problems either via phone, remote tools or desk-side support, often communicating directly with users by phone, email, or other means requiring superior customer service skills.
- Provide advice, resolve issues and fulfil requests within SLA in a pressurised environment; escalate unresolved problems to the appropriate resources.
- Monitor and address assigned issues and changes to ensure timely resolution; updates stakeholders regularly on progress. Ensure tickets are updated daily.
- Provide remote support for printers, scanners and other peripherals.
- Provide remote support for mobile devices, such as tablets, mobile phones.
- End-User data back-up and restoration, as needed.
- Contribute to the development, documentation, and evolution of IT policies, procedures, and tools to align with business and IT strategies and ensure the sustainability of services.
- Regularly communicate individual task status, open issues, and challenges to impacted stakeholders and/or direct managers.
- Participate in our user's education in IT best practices and adoption.
- Participate and deliver in any assigned IT-related projects.

The above statements are intended to describe the general nature and level of work required from this position. They are not intended to be an exhaustive list of all responsibilities and activities required. The holder of this position is required to respond with a flexible approach when tasks arise which are not specifically covered in this job description.

**PERSON SPECIFICATION:**

**Knowledge/Experience:**

- **Essential**
- Min 1 year similar (telephone/email support covering multiple sites)
- Educated to Degree Level in an ICT discipline or an equivalent level of significant proven experience.
- MCSA, CompTIA A+ or third level qualification desired

- MCSE or CompTIA Network+ an advantage
- Must be fluent English Speaker

**Desired Technical Experience:**

- Desktop / Laptop hardware skills.
- Service hardware technologies.
- Windows Server
- Excellent knowledge of Office 365.
- Microsoft Apps (Teams, SharePoint, One Drive).
- Active Directory User, Group and Permission Management.
- Previous experience providing Remote and/or Deskside client support.
- Windows 10 troubleshooting and support in a business environment.

**Skills/Competencies:**

- Excellent analytical and written/verbal communication skills
- Excellent problem solving skills
- Team player
- Ability to multitask, prioritise, meet deadlines and make best use of resources
- Strong interpersonal skills
- Results focused
- Innovative and forward thinking in relation to IT solutions
- Collaborative, positive, professional and enthusiastic attitude to work
- Self-directed and motivated

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