INSTITUTE OF PUBLIC ADMINISTRATION   **JOB DESCRIPTION**

Title of Post: Desktop Support Technician,

Grade: Grade 6

Reports to: ICT & Support Manager.

Job Function: To support the ICT team in the provision of IT systems administration including technical support of the Institute's IT infrastructure and its internal and external customers. Management of desktops, laptops and mobile devices, servers, networks, IT security systems and other critical components of the IT infrastructure. Responsibility for executing appropriate ICT policies for businesses and ensuring compliance of all systems in relation to current data regulation and industry best practice.

Main duties:

- Technical support to local and remote users.
- Maintaining and troubleshooting Windows and Apple hardware, software and & Office365.
- Technical support of Audio Visual and online classroom equipment.
- Management of incoming requests and incidents via ticketing system
- Ensure tickets are responded to in a timely manner and all actions taken are documented.
- Deploy Windows 10 & Mac OS laptops and desktops
- Draft work instructions and documentation. e.g. knowledge base articles
- Administration of Active Directory, Office 365 and Microsoft Exchange server (Mailbox, Distribution Groups, Resource administration)
- Management of hardware inventory.

Person Specification/experience:

The Desktop Support Technician should have an IT- related third level qualification and at least one year's proven experience as a System Administrator, Network Administrator or similar role.

Experience in some or all of the following is essential:

- Microsoft 365 Administration
- SQL databases.
- Networks (LAN, WAN).
- Patch management system.
- Support ticket management.
- Hyper V Infrastructure.
- Back-up Systems, Firewall Security Software.
- Windows Server environment including MS Exchange.

- MS Office Suite including Office 365 and MS SharePoint.
- Experience in the Audio Video field is desirable.

In addition, the following personal attributes are essential:

- Excellent interpersonal and analytical skills.
- An enthusiastic approach to problem solving at all levels.
- Strong technical aptitude.
- An ability to work as part of a team.
- Dynamic, adaptable and flexible.

General Conditions

The position will be filled on a full time permanent basis. Please see below for a summary of terms and conditions.

The salary scale for this position ranges from €32, 267 to €43,978 (including two long service increments) per annum pro rata.

Closing date for receipt of application is **close of business on Wednesday 26 August 2020.**

Please email, by the deadline, a curriculum vitae clearly stating the title of the post applied for and covering letter stating how you meet the requirements of the role, to recruit@ipa.ie

August 2020

Terms & Conditions as at 11/08/2020

Title	Desktop Technician
Grade	Grade 6
Appointment type	Permanent
Reporting to	ICT & Support Manager
Weekly hours	37 hours per week.
Evening work	Flexible hours will be required to respond to the demands of education and training provision. While currently the IPA employs a blend of classroom and online delivery model, the post holder, during term time, may be required to work scheduled hours in support of evening classroom delivery.
Weekend work	The postholder will be required to participate in a roster to provide support for weekend seminars and tutorials.
Parking	Available on site on a first come first served basis
Salary range	€32, 267 - €43,978 (14 points as of salary scale 1.9.2019)
Salary on appointment	In line with Government Circulars relating to salary on appointment and salary on promotion
Annual leave	24 days per annum
Sick Pay Scheme	IPA Sick Pay Scheme in operation in line with Public Sector bodies
Probation	Probation period will apply
Pension	Access to the IPA Superannuation (Consolidation) Scheme 2010 or to the Single Public Service Pension Scheme (SPSPS) as appropriate