

INSTITUTE OF PUBLIC ADMINISTRATION JOB DESCRIPTION

Title:

Technical Support Technician, Grade 5

Reports to:

ICT & Support Manager.

Director of Finance & Corporate Services

Job Function:

To support the ICT team in the provision of onsite 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 ensure compliance of all systems with current data regulation and industry best practice.

Key Tasks:

- Technical support to local and remote users.
- Manage user accounts in all IT systems. (student account and supports)
- Maintain and troubleshoot 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.

Experience and Qualifications

The post holder 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 is full time. The salary scale ranges from €33,688 to €48,666 (including two long service increments) per annum pro rata.

Working Hours

Due to the nature of the support the Technician will be required to work onsite in our premises on Lansdowne Road, Dublin. The IPA operates all year round on a standard academic calendar. During the academic cycle, onsite support is required for evening and weekend lectures. The Technician will be required to work a 37-hour week, on a rota basis, to cover these core hours.

How to apply

Closing date for receipt of applications is **Friday 23 October 2020 by 17.30.**

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