

Job Description Form

Details of the role	
Department	IT
Job title	IT Service Support
Temporary/Permanent	Permanent
Reporting to	IT Service Delivery Manager
Breakdown of the work involved	
Day to day duties	<ul style="list-style-type: none"> • Report directly to Goodbody IT Service Delivery Manager • Always represent Goodbody IT in a professional manner, promoting a positive image for the department and building strong working relationships with our users. • Act as the first point of contact for all IT issues / queries across all supported platforms • Provide 1st and 2nd level support on all IT Issues / queries across all supported platforms (hardware & software) via both remote connections and desk side visits • Assist in the operation of an efficient Goodbody IT Service Support phone line & mailbox over which Goodbody users can log all IT issues • Log, track & update all calls received via phone & email within the Goodbody IT Service Support call logging tool. • Attend daily & weekly meetings with IT Service Support team to highlight issues and identify trends • Update and maintain a detailed documentation database which forms the support hub for the Goodbody IT Service Support team • Liaise with internal Goodbody teams and 3rd party providers in relation to IT issues / queries on infrastructure, applications etc. • Flexibility to remain onsite after rostered hours to ensure resolution of key issues if required
Ad-hoc duties	<ul style="list-style-type: none"> • Assist Goodbody Facilities with Desk Moves, power downs etc. • Assist Goodbody IT with projects, key initiatives as required • Be available to facilitate out of hours work i.e. Weekday, Weekends and/or public/bank holidays as required

Qualifications required	
Specific systems knowledge	<ul style="list-style-type: none"> • A strong understanding of the concept of troubleshooting with experience in investigating, identifying, replicating and resolving issues on a vast array of hardware and software platforms • Knowledge and experience of providing high quality customer service to a diverse user base • Working knowledge of Windows Active Directory and administration of Windows OS • Working knowledge of the administration & use of industry standard email platforms e.g. Microsoft Outlook / Office365 • Working knowledge and experience in the Microsoft Office suite of products i.e. Excel, Word, PowerPoint. • Working knowledge of ITIL level call logging tools and experience in managing call queue and workloads within same. • Working knowledge of IT Service Desk tools for remote issue resolution e.g. RDP etc.
Experience required (years)	<ul style="list-style-type: none"> • 1-2 years prior experience in a similar role is desirable
Qualifications required	
Third level	<ul style="list-style-type: none"> • Computer Science related degree or diploma required
Person specification	
Characteristics of the type of person this role may suit	<ul style="list-style-type: none"> • Strong oral and written communication skills, with the ability to make a positive impact and to influence others to deliver service to the business • Very high level of inter-personal and relationship building skills with a focus on delivering consistent levels of customer service. • Very high levels of accuracy and attention to detail are mandatory. A commitment to high standards in the administration and operational tasks is essential. • A drive to deliver results and respond resourcefully to opportunities and challenges through dedication dependability and the taking of prompt action. • A high level of analytical ability with an innovative approach to problem solving and a creative mind-set towards the use of technology. • Ability to identify and analyse issues/problems, develop solutions and use judgment to make sound and dependable decisions. • Ability to prioritise and plan to efficiently achieve goals and to be dependable in consistently delivering reliable results. • A commitment to the applicant's own self-development and to that of others • Strong oral and written communication skills, with the ability to make a positive impact and to influence others to deliver service to the business

Timeframes

How to Apply

Please send your Cover Letter and CV to careers@goodbody.ie.

Please include responses to the following:

- Are you interested in the full time or part time position?
- What is your expected salary?
- What is your current notice period?
- Are you eligible to work in Ireland?
- Have you been employed by AIB or any Group Company within the last 2 years? If the answer is Yes, please confirm your date of leaving AIB Group or any Group Company?

Closing date 18th November 2022

Goodbody has been a strategic advisor to entrepreneurs, families, private and public companies for over 145 years. We are a full service, investment-led business offering wealth management, asset management and investment banking services. How we work is equally important to us. Deeply proud of our heritage and reputation, quality advice and exceptional client service is at the core of our offering. Thanks to the commitment of all our employees Goodbody was recognised as a Great Place to work. If this sounds like a company you'd like to work with, we'd love to hear from you.

Goodbody is an equal opportunities employer and is committed to fostering an inclusive workplace which values and benefits from the diversity of our workforce.

Please read the Goodbody Recruitment Privacy Notice. By submitting your personal data to us, you acknowledge that you have read and understood this Privacy Notice and agree to the use of your personal data in line with this. We will only use the information that we collect about you lawfully in accordance with the Data Protection Acts, 1988 and 2003 and the EU General Data Protection Regulation (GDPR).