

Details of the role	
Department	IT
Job title	Graduate
Temporary/Permanent	Temporary (10 week placement)
Breakdown of the work involved	
Day to day duties	<ul style="list-style-type: none"> ▪ Report directly to Goodbody IT Service Delivery Manager. ▪ Work directly with the Goodbody IT Service Support team, contributing to day to day activities, project tasks and weekly team meetings ▪ Represent Goodbody IT in a professional manner at all times promoting a positive image for the department and building strong working relationships with our users. ▪ Act as the primary 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 and mailbox through which Goodbody users can log all IT issues. ▪ Complete a detailed morning and evening checklist to ensure that all key Goodbody applications are functioning for market Go-Live. ▪ Log all calls received via phone & email into the proprietary Goodbody IT Service Support call logging tool. ▪ Ensure that calls logged are populated with all relevant information available about the user themselves and all information that pertains to their particular issue. ▪ Actively update and manage all logged calls to ensure that users are given regular updates on the status of their calls and expected resolution time. ▪ Attend weekly 'open issues' review meeting with Goodbody IT Service Delivery Manager 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. ▪ Communicate all major service outages to the Goodbody business via email and ensure users are kept updated on the outage till resolution. ▪ Feed information on service outages / issues into the Goodbody Incident Management process. ▪ Liaise with internal Goodbody resolver groups (Application Support & Development, IT Operations) in relation to IT issues / queries on in-house applications. ▪ Liaise with 3rd party providers in relation to IT issues / queries on 3rd party infrastructure / applications. ▪ Flexibility to remain onsite after rostered hours to ensure resolution of critical issues if required. ▪ Operate within defined shift rota's as required. ▪ Develop an ability to assess the criticality of issues and escalate accordingly. ▪ Work with the IT Service Support team to build awareness of information security best practices and ensure that best practice is adhered to at all times.

Adhoc 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. ▪ Provide support to the Goodbody BCM process (testing and/or invocation). ▪ Provide Onsite visits to Goodbody regional offices as required
Experience required	
Specific systems knowledge	<ul style="list-style-type: none"> ▪ Working knowledge of Windows OS and administration of same (Windows 7) ▪ A high degree of computer literacy & technical competency in key areas such as Telephony, Networks, Mobile Devices and the Internet. ▪ Working knowledge of the administration & use of industry standard email platforms e.g. Office 365. ▪ Working knowledge and experience in the Microsoft Office suite of products i.e. Microsoft Outlook, Excel, Word, PowerPoint. ▪ Some knowledge of the following technologies would be considered beneficial: <ul style="list-style-type: none"> • SCCM • PowerShell • SQL ▪ Knowledge & understanding of ITIL level call logging tools and the management of call queues and workloads within same. ▪ Knowledge & understanding of IT Service Desk tools for remote issue resolution. ▪ A high level of knowledge in investigating, identifying, replicating and resolving issues on a vast array of hardware and software platforms.
Experience required	<ul style="list-style-type: none"> ▪ Practical hands on experience fulfilling a similar desktop support role is preferable but no essential.
Qualifications required	
Specific industry qualifications	Preferable but not essential.
Third level	Current undertaking of a Computer Science related degree or diploma desirable.

Person specification	
Characteristics of the type of person this role may suit	<ul style="list-style-type: none"> ▪ 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 strong technical knowledge and understanding of IT platforms as they relate to the Financial Services Industry. Demonstrate proven interest in technology and the potential benefits to achievement of business goals. ▪ 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. ▪ Strong oral and written communication skills, with the ability to make a positive impact and to influence others to deliver service to the business. ▪ A proactive approach to problem solving is required. Showing the initiative to personally research and discover solutions to issues is encouraged. ▪ The ability to work within a team, take guidance and assist others is essential to fulfilling the role. ▪ A positive and engaging attitude towards the working day is mandatory.
Additional Information	
Additional Information	Applications are invited from Final Year Students or Graduates only.
Reference	Please quote the reference number: Intern-IT-2017 on your application
Timelines	
Closing Date	12noon Monday, December 31st 2018
Proposed interview dates	January 2019
Proposed Start Date	June 2019

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