Job Description Form

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| 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 | * Report directly to Goodbody IT Service Delivery Manager
* 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 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 over which Goodbody users can log all IT issues
* Assist in the operation of an efficient Goodbody IT Service Support mailbox through which Goodbody users can log all IT issues
* Complete a detailed morning 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 of their expected resolution time.
* Attend weekly ‘open issues’ review meeting with Goodbody 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
* Communicate all major service outages to the Goodbody business via email and ensure users are kept informed on the outage right through 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 key issues if required
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| Ad-hoc duties | * 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 Business Continuity Management (BCM) process (testing and/or invocation)
* Onsite visits to Goodbody regional offices & BCM site as required
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| Experience required |
| Specific systems knowledge | * Working knowledge of Windows Active directory and administration of Windows OS i.e. Windows 7 & above
* Working knowledge & previous experience of Windows PowerShell
* A high degree of computer literacy & technical competency in key areas such as Telephony, Networks and the Internet
* 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.
* A high level of experience in investigating, identifying, replicating and resolving issues on a vast array of hardware and software platforms
* Extensive knowledge and experience of providing high quality customer service to a diverse user base
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| Experience required (years) | * 1-2 years prior experience in a similar role is desirable
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| Qualifications required |
| Specific industry qualifications | * ITIL Certificate or equivalent qualification preferable
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| Third level | * Computer Science related degree or diploma required
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| Person specification |
| Characteristics of the type of person this role may suit | * 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 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
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