

Job Title:	IT Technician Tier 2
Location:	Coolmine Head Office, 7, Ringwood, Damastown Close, Dublin 15 and various Coolmine Therapeutic Community sites. National travel will be required.
Reports to:	IT Services Provider
Hours:	35 hours per week. Some out of hours work may be required.
Job Type:	Permanent
Salary:	€35,000
Purpose:	To provide effective and efficient IT, communication and administration systems and processes to continuously improve and enhance the work of the organisation
Contact Email:	Justinah.bello@coolminetc.ie
Application Ref	DU-ITT20321

Coolmine is a leading drug and alcohol treatment centre providing community, day and residential services to men and women with problematic substance use and their families in Ireland established since 1973. Coolmine Therapeutic Community believes that everyone should have the opportunity to overcome addiction and lead a fulfilled and productive life.

We now have a vacancy for an IT Technician Tier 2. The successful candidate will report to IT Services Provider, to deliver IT Support Services & resolve escalated issues from our helpdesk, promptly. They will also provide effective and efficient IT communication and administration systems and processes to continuously improve and enhance the work of the organisation.

Role Responsibilities: (Include, but not limited to)

- Ensure effective processes for new employee starters are in place including setting up access and induction in accessing data and IT systems.
- Support staff in day to day IT issues such as software updating, network connectivity, programmes access and workshops/presentation delivered.
- Roll out appropriate IT training for our clients in consultation with needs identified through education, career guidance and local teams.
- Provide administration and IT support to the management team.
- Provide support in organisational IT communications infrastructure, particularly server access and maintenance, data archiving, internet connectivity, company web access, electronic client case management accessibility and statistical database entry in line with appropriate security/access levels.

- Provide support in areas of IT resources, equipment and supplies ensuring appropriate logging of IT equipment, distribution and supplies processes are in place.
- Work within the policies of Coolmine Therapeutic Community in order to ensure that a consistent delivery of service, quality standards and best practice are adhered to at all times.

Person Specification

Education

- Preference for Third Level Qualification in Computer related studies or related field or working towards.

Experience

- Preference is to have up to 2 years previous experience in a similar role

Core Competencies

- Proficiency in the use of Office 365, Office 365 Administration, PowerShell, Office Graph, Office 2019, Active Directory Administration, DNS, DHCP, Backup Systems, Azure.
- Excellent in the use of Windows 10, Installation, Updating and Troubleshooting, VOIP and IPT, Unifi Networks, Endpoint Protection, Zoho Assist, ITIL, Salesforce.

Knowledge & Skills

- Has excellent communication and listening skills.
- Enjoys working with people, is approachable, and demonstrates warm and friendly mannerisms.
- Strong interpersonal skills
- Clear written and verbal communication skills
- Have a “can do” attitude and a positive solution focused approach to problem solving and conflict resolution.
- Capacity to work effectively under pressure
- Have capacity to attend a considerable number of phone calls and follow up.

Application Process:

Interested candidates who meet the Person Specification requirements should send their CV & cover letter with the application reference code to Justinah Bello at justinah.bello@coolminetc.ie.

The closing date for applications is **Friday 19th March 2021**

Coolmine Therapeutic Community is an equal opportunities employer.