

Job Title:	IT Technician Tier 2
Location:	Coolmine Head Office, 7, Ringwood, Damastown Close, Dublin 15 and various other Coolmine Therapeutic Community sites. Nationwide travel will be required.
Reports to:	ICT Manager
Hours:	35 hours per week. Some out of hours work will be required.
Job Type:	Permanent
Salary:	€35,000
Purpose:	To lead the ICT Helpdesk team providing prompt staff ICT support. To assist the ICT Manager to continuously improve and enhance organisational processes/systems that assist in the work of the organisation
Contact Email:	Justinah.bello@coolminetc.ie
Application Ref	HR/DUB/TLR/ITT2/0622

Established since 1973, Coolmine Therapeutic Community is a leading Irish drug and alcohol treatment centre providing community, day and residential services, to men and women with problematic substance use and their families. Coolmine 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 the ICT Manager, to lead helpdesk services and manage escalated issues from our helpdesk. They will also work to provide effective and efficient IT communication and administration systems, supporting the work of the organisation.

Role Responsibilities: (Includes, 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 device management, network connectivity, systems access and workshops/presentation delivery.
- Roll out appropriate IT training for our clients/staff in consultation with needs identified through education, career guidance and local teams.
- Provide administration and IT support to the management team.
- Provide Tier 2 support in organisational IT communications infrastructure, particularly server/cloud 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 365/2019/2021, Office 365 Administration, PowerShell, Office Graph, Office 2019, Active Directory Administration, DNS, DHCP, Azure.
- Excellence in the use of Windows 10/11 professional, Installations, Updating and Troubleshooting, VOIP and IPT, Unifi Networks, Endpoint Protection, Zoho Assist, ITIL, Salesforce.

Knowledge & Skills

- Must have a full clean Irish driving license.
- 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 to a considerable number of phone calls and follow ups.

Benefits

- Pension 7% employer contribution after 1 year
- 24 days Holidays
- EAP
- Free car park
- Company events

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 Please quote this application reference code HR/DUB/TLR/ITT2/0622.

The closing date for applications is **Friday 15th July 2022**

Coolmine Therapeutic Community is an equal opportunities employer.