Job Title:	Level 2 ICT Support Technician
Location:	East Cork - Midleton Base Hub South-West Regional Hubs – Primary National Support as Required
Reports to:	ICT Manager
Hours:	35 hours per week. Some out of hours work may be required.
Fixed Term	Permanent
Salary:	€42,000 - €46,000 – Depending on Experience.
Purpose:	The Level 2 ICT Support Technician provides reliable, Staff-focused technical support across all Coolmine's offices, ensuring staff can work effectively and securely. The postholder will deliver second-line support for end-user computing, Microsoft 365 services, identity and device management, networking fundamentals, and site-based ICT operations—escalating to Level 3/partners where appropriate. The role is hands-on, field-oriented, and requires strong troubleshooting skills, excellent communication, and a commitment to service quality.
Contact Email:	Dylan.Murphy@coolminetc.ie
Application Ref.	HR/CRK/ADM/ICT/0326

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.

Role Responsibilities: (Include, but not limited to):

1) **End-User & Desk-Side Support (Level 2)**

- Provide second-line technical support for incidents and requests across multiple locations (onsite and remote).
- Diagnose and resolve escalated issues relating to:
  o Windows laptops/desktops, peripherals, printers, scanners, docks, monitors, and AV equipment
  o Connectivity (Wi-Fi/Ethernet) and basic LAN troubleshooting
  o Application issues (Office apps, browsers, line-of-business apps)
- Deliver planned desk-side support during site visits, including planned maintenance and "floor-walking" user support.

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2) Microsoft 365 Support (Core)

- Support users and services across the Microsoft 365 stack, including:
- Exchange Online (mailboxes, shared mailboxes, mail flow basics, Outlook issues)
- Teams (calling/meetings, permissions basics, device setup, troubleshooting)
- SharePoint Online / OneDrive (sync issues, permissions, access and sharing)
- Microsoft 365 Apps deployment and licensing support
- Assist with onboarding/offboarding user access tasks and support documentation.

3) Identity, Access & Device Management

- Provide operational support for identity and endpoint management, including:
- User account administration and access troubleshooting (e.g., password resets, MFA support)
- Device setup, imaging/provisioning, and lifecycle tasks (build, deploy, refresh, retire)
- Endpoint security baselines and configuration support (e.g., BitLocker, AV status, patching)
- Support for device enrollment and compliance processes (e.g., Intune/MDM)
- Follow least-privilege and change control practices, escalating higher-risk changes as required.

4) Site Support & Field Operations (Southwest)

- Act as the primary ICT presence for Southwest sites, ensuring consistent service delivery.
- Perform on-site checks and remediation for:
- Network cabinets and patching (basic structured cabling awareness)
- Switch/AP health checks (triage), ISP/router issues (first response), and escalation
- Printer fleet support and vendor coordination
- Maintain accurate site asset records and ensure local IT spaces are safe and orderly.

5) Incident, Request & Problem Management

- Identify recurring issues and contribute to problem management (root cause, remediation plans).
- Escalate effectively to Level 3/internal specialists or third-party vendors with clear evidence, logs, and reproduction steps.

6) Security & Compliance (Operational)

- Apply ICT policies and security controls in support activities.
- Support secure working practices including:
- Safe handling of devices and data
- Phishing awareness and reporting support
- Patch compliance and endpoint security checks
- Promote good data protection behaviours and follow incident reporting procedures.

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7) Documentation & Continuous Improvement

- Contribute and maintain clear documentation: SOPs, knowledge base articles, and "how-to" guides.
- Contribute to standardisation of builds, configurations, and support processes.
- Support small improvement projects (rollouts, upgrades, site refreshes, M365 enhancements).

Person Specification

Education

- Relevant Third Level qualification in ICT e.g. or related field, CompTIA A+/Network+, Microsoft certifications), minimum NFQ Level 7 Degree, NFQ Level 8 Desirable.
- Equivalent Practical Experience will be taken into consideration if above is not met.
- ITIL Foundation (desirable).

Mandatory

- Demonstrable experience in a Level 2 ICT support / field support role in a multi-site environment.
- Strong troubleshooting capability across Windows devices, peripherals, and common business applications.
- Practical experience supporting Microsoft 365 services (Exchange Online, Teams, OneDrive/SharePoint, M365 Apps).
- Experience using a ticketing system and working to SLAs with strong customer service focus.
- Understanding of core networking concepts (IP addressing, DHCP/DNS basics, Wi-Fi troubleshooting).
- Ability to work independently, prioritise workload, and manage travel schedules efficiently.
- Excellent communication skills—able to translate technical issues into user-friendly language.
- Full clean driving licence (or equivalent) and willingness to travel extensively.

Desirable

- Experience with **Intune/Endpoint Manager**, Autopilot, Entra ID (Azure AD), MFA/Conditional Access support.
- Familiarity with cybersecurity hygiene: endpoint protection, BitLocker, patching, secure configuration.
- Experience supporting conferencing/AV setups (Teams Rooms, meeting room equipment).
- Exposure to ITIL practices (incident, request, change management).
- Knowledge of safeguarding and data protection considerations in health/community services contexts.

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Knowledge & Skills

- Excellent Record Keeping
- Stakeholder Engagement - **Internal:** Managers and Team Leads, service teams, end users, ICT Manager, central ICT colleagues. **External:** Hardware/software vendors, ISPs, managed service providers, printer support, warranty providers.
- Role Model the Coolmine values
- Have a "can do" attitude and a positive solution focused approach to problem solving and conflict resolution
- Understanding of the need for flexibility (at times).
- Skills to motivate and develop staff to deliver quality service
- Excellent communication and listening skills.
- Capacity to work effectively under pressure

Competences Required
- **Service mindset:** patient, respectful, and focused on user outcomes.
- **Accountability:** owns issues through to resolution or effective escalation.
- **Adaptability:** comfortable working across varied sites and environments.
- **Attention to detail:** accurate asset tracking, documentation, and careful configuration changes.
- **Integrity & confidentiality:** trusted with sensitive systems and information.

Application Process:

Interested candidates who meet the Person Specification requirements should send their CV & cover letter to Dylan Murphy, HR Coordinator on Dylan.Murphy@coolminetc.ie

Please quote the application reference number **HR/CRK/ADM/ICT/0326**

The closing date for applications is **Wednesday the 25th of March 2026.**

Coolmine Therapeutic Community is an equal opportunities employer.

Please find our Candidate Privacy Notice - https://www.coolmine.ie/candidate-privacy-notice/