

Post Specification

Post Title	Service Desk Administrator
Post Status	Fixed Term-12 Months
Department/Function	DTO
Reference Number	RCPI-10-2019

Post Summary

The Digital Technologies Office (DTO) is responsible for delivering and accelerating the digital technologies transformation programme within RCPI. It manages digital innovation, creates value for RCPI through technology, manages the technical infrastructure and architecture, and supports staff and stakeholders through this transformation while reducing complexity, cost and risk for the organisation.

The Service Desk Administrator will provide front line support to RCPI clients and employees on RCPI-supported applications, systems and websites. The candidate will troubleshoot problems, determine issue sources and advise on appropriate action. This position is a client facing role, therefore a positive, client-focused image whilst resolving incidents in a timely and efficient manner is required. This role requires working closely with all business functions, RCPI clients and employees to ensure business results are achieved.

Reporting Relationship

The position reports to the DTO Infrastructure and Operations Team Lead.

Standard Duties of the Post

- Ensures that requests for assistance are responded to in a timely manner
- Service desk management - the candidate will be required to log incidents, ensure they are logged to the correct resolver group should 1st level support be unable to resolve and report on these when required.
- Provide 1st level support to RCPI end users via various forms of communication such as, telephone, e-mail, instant messaging and any other means an end user contacts the college looking for support.
- Proactive in gaining and understanding of RCPI business and processes.
- Build relationships with key members of internal staff throughout the college.
- Update service desk templates and support procedures as required
- Monitor issue trends and analysis with view to resolution, providing weekly status reports
- Manage, monitor and update user access and data entry on selected databases and websites
- Attend departmental meetings on problem identification and resolution

- Undertake and assist in additional DTO duties from time to time as required, such as participating in systems testing and system upgrades.

Person Specification

- Level 1 IT Support experience
- Excellent verbal and written communication skills.
- At least 2-3 years' experience within a Service desk role
- Must have strong customer service skills.
- The ability to work effectively as part of a team, to multitask and to priorities work
- Demonstrated flexibility and motivational skills
- Strong organisational skills, in particular the ability to manage diverse and competing priorities

Application Requirements

Candidates should submit a cover letter and CV and specifically address how their experience fits with the requirements of the role.

Please answer the following two questions;

1. What are your current salary expectations?
2. What is your current notice period?

Candidates should submit their application, taking notice of the application requirements set out above to: Email: jobs@rcpi.ie