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| **Job Title** |  **IT Technical Support Officer/ Graduate** |
| **Department** | **IT Department** |
| **Manager** | **IT Manager** |
| **Contract** | **Fixed Term Contact 1 year** |

**Who We Are**

The Irish Heart Foundation (IHF) is the national charity dedicated to fighting heart disease and stroke. Our mission is to play a leading role in improving the cardiovascular health of people living in Ireland, prevent heart disease and stroke, advocate, save lives and transform recovery.

**The Opportunity**

We are looking for a creative, highly motivated, passionate person to join our IT Team. The ideal person will be a natural people person who is able to hit the ground running and work with colleagues across the Foundation on a range of IT issues with the support of our IT Manager.

**The Role**

**Ideally you will be: Assisting the IT manager in overall running of the Department and these tasks will involve the following.**

* Support the IT manager with contracts and service delivery by 3rd party technology providers
* Support service provision to hybrid working staff (remote and office based)
* Analysis of call logs in order to discover any underlying issues or trends.
* Prioritise & Respond to calls in a timely fashion.
* Talk staff through a series of actions, either face-to-face or over the phone, to help set up systems or resolve issues
* Set up new users' accounts and profiles and deal with password issues
* Support and contribute to IT plans, policies and procedures.
* Support maintain procedural documentation and relevant reports
* Input and assist with the IHF’s Digital Transformation project
* Undertake other appropriate duties assigned by the IT Manager

**Skills and Experience Required**

* Minimum of 1-3 years’ experience in a similar role
* If an IT Graduate no work experience is required
* Self -starter with initiative
* Ability to explain technical concepts to non-technical staff
* Good customer relationship skills

**Desirable**

* Proven experience in a technical support role
* 3rd level qualification or equivalent Microsoft certification. Apprenticeship experience also considered.
* PRINCE II or equivalent PM methodology

**Details of Role and Application process**

This is a one- year fixed term contract, Monday to Friday. The role is based in the Irish Heart Foundation’s offices in Rathmines, Dublin. Currently staff are working remotely, and the successful candidate will be supported to work remotely initially according to public health guidelines.

The above is a guide to the nature of the work required. It is not wholly comprehensive or restrictive. This job description will be reviewed in line with business needs.

To apply please provide an up-to-date curriculum vitae and a cover letter outlining how you suit the post by email to Siobhan Browne, HR Consultant Email: hr@irishheart.ie

The closing date for this position is **Friday January 28th at 5pm.**

 The Irish Heart Foundation is an equal opportunities employer. The Irish Heart Foundation has a no smoking policy. Employees are not permitted to smoke whilst undertaking any duties on behalf of the Foundation.