

Computer Services

IT Customer Support Personnel (Three year contract)

Background:

Dublin City University is embarking on a number of ambitious initiatives driven by the Implementation of a New Strategic Plan for the University. The core activities of the organisation: Research, Learning, Teaching and Administration are undergoing major change. Technology will play a significant role in this transformation. We have an ambitious development programme to transform processing systems and IT facilities within the University. The IT Customer Support Personnel work within the Student and Staff Services area in the Computer Services Department (CSD).

The Student and Staff Services Area is a customer focused section within CSD which supports and assists staff and student users of the University's computer systems. It is the principal contact point for staff and students with computer-related problems.

The Job:

The I.T Customer Support Personnel will work as part of the Student and Staff Services team providing comprehensive helpdesk services to internal administrative and academic customer departments. They will work closely with other sections in the Computer Services Department and with vendors to ensure the delivery of a quality, integrated service to customers through a single interface. The role can be based in either the central Helpdesk area or one of the remote sites used to access our customer base.

Key tasks/responsibilities include:

- Providing customer support on a variety of technologies including; PC, Windows, Novell, Internet, TCP/IP, Apple Mac, CD-ROM and various forms of remote data communication and information retrieval.
- Installing, configuring and supporting distributed computing and data communications equipment throughout the campus.
- Advising on specifications for distributed computing and data communications equipment in accordance with departmental policies and specifications.
- Advising on the best practice in the use of DCU's computer equipment and software.
- Assisting senior helpdesk staff in the general operation of the computer services helpdesk.

The Skills/Competencies/Qualifications:

We are looking for people who have a technical aptitude, are customer-focused, self-starting, hard-working and have good interpersonal skills. Candidates should have a Leaving Certificate and a relevant IT qualification.

Candidates should have experience in supporting PC and/or Mac systems and should have expertise in some or all of the following:

- PC Architecture
- PC Operating Systems
- Apple Mac
- Commonly used packages and tools (particularly the Microsoft and Novell range of Products)
- LAN/WAN technologies

Salary scale: €18,027 -€27,861
Closing date: 7 February 2003