Role Profile

Job Title: IT Service Desk Technician
Department: IT
Reports To: IT Infrastructure Manager
Ref: Ref-248, V1 – 05 Oct 2022 #IJ

Role Overview

The key objective of the position is to provide IT Service Desk services throughout the Monaghan group of companies worldwide including:

- Review and process of all open user requests according to the agreed support and escalation procedures
- Perform initial incident/issue troubleshooting and escalate to appropriate IT teams
- Assist in the preparation and distribution of all key indicator's reporting within IT
- Participate in an on call rota (1 * week night and 1 * weekend in 4)

Main Duties

Service Desk Management in accordance with agreed service levels and key indicators provide:

- 1st level support to end users – including working with user to resolve issue – Role is not simply to log or track calls
- Incident support / updates / escalation as required to / from end users
- Systems operations support (user admin, backups, printing etc)
- Advice to users on any issues that may arise e.g. non-standard hardware , non-standard software, IT procurement questions

Technical Support

- Provide 1st level support services
- Assign issue severity and escalate incidents/problems as appropriate
- Execute scheduled routines as defined by Infrastructure Manager
- Track issue prioritisation and resolution management
- Coach users on problem resolution and reduce repeat occurrences
- Be committed to change and understand the implications on processes and people
- PC / Laptop Build & Deployment – Ownership of PC builds, preparing PC's with company SOE and deployment to customer base
- Troubleshoot Laptop/Desktop hardware faults – logging to 3rd party when necessary
- Support of group wide handheld devices including mobile phones
- Peripheral Hardware support – Printers, Handheld Scanners, Photo-Copiers etc

Training & Documentation

- Support preparation and maintenance of hardware and software related technical specifications
- Support preparation and maintenance of technical policies and procedures in accordance with Monaghan IT strategy
- Support preparation and maintenance of operating, maintenance and training documents for end users

This is not an exhaustive list and is subject to change and amendment.

Competencies to perform the role

- Ability to work as part of a team and also on own initiative
- Proficiency in spoken and written English
- Provide 1st level support & training
- Installation & support of systems including (but not limited to)
    - Windows Active Directory
    - Microsoft Office and Exchange
    - Sophos Endpoint
    - Veritas Backup Exec
    - Cisco Webex / MS Teams
    - Cisco call manager
- Network support & troubleshooting - IP conflicts, DHCP, DNS etc

Experience and Qualifications

- 3rd level IT qualification or relevant business experience
- Experience in an IT helpdesk function desirable
- Excellent oral and written English is required
- Own transport is required

Other Details:

- Job is located at Monaghan Head Office, Tyholland, Co Monaghan
- The above accountabilities are not exhaustive and you may be required at the Company's discretion to undertake other duties from time to time
- There are multiple systems, companies and levels of technical skills from the user base to be supported. The ability to think on your feet, outside the box and to diagnose the actual issue and not necessarily what's been reported is a major requirement of this role

Performing the role in line with the Monaghan Cultural Values:

1. We do the right thing: We use this philosophy to drive every aspect of our business, from product, to process to people
2. Forward Thinking: We think ahead and we think for the long term
3. Down to Earth: We understand the importance of communicating our discoveries in a straightforward way
4. Inspiring: We seek out new ways to excite and inspire each other
5. Egalitarian: We have always been grounded in the belief that everyone is equal. That everyone deserves an equal chance to speak, be heard and make an impact

Employee Signature _____ **Date** _____