

| ROLE PROFILE | |
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| Job Title: | <i>ICT Technical Support Officer</i> |
| Level: | <i>2 Year Fixed Term Contract</i> |
| Reporting to: | <i>ICT Operations Manager</i> |
| About Us | <p>The Vision of Dublin Port Company is to have the required capacity to service the needs of its customers and the wider economy efficiently, sustainably and safely. Also, Dublin Port will integrate with the City by enhancing the natural and built environments. The Port is being developed in line with Masterplan 2040.</p> <p>Dublin Port Company's mission is to:</p> <ul style="list-style-type: none"> • Foresee the requirements and demands for additional Port infrastructure and make our investments on time • Plan and implement capital projects needed to provide port capacity • Optimise the use of land, facilities and infrastructure in the Port • Provide port infrastructure to be operated efficiently, competitively and sustainably • Identify, evaluate and manage large infrastructure development projects • Ensure business risks are assessed and mitigated in all areas, particularly safety, security, business continuity and the environment • Create linkages between the Port and the City so that the heritage of the Port becomes an integral part of the heritage of the City • Seek to create value for all stakeholders including our shareholder, customers, employees and neighbours |
| Role Context and Description | The ICT Technical Support Officer works as part of the ICT Team to provide support in the deployment and maintenance of ICT infrastructure and the diagnosis and resolution of technical problems and issues. |
| The Person we are looking for | <p>The person we are looking for will be a highly motivated ICT Technical Support Officer who can work in line with Dublin Port Company values of</p> <ul style="list-style-type: none"> • Stewardship • Trust and respect • A unified team of strong individuals • Excellence • Efficiency • Flexibility |

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| <p>Key Responsibilities</p> | <ul style="list-style-type: none"> • Key point of contact for all ICT Services support. • Responsible for prioritising, coordinating, diagnosing, troubleshooting and providing solutions to first level support items. • Monitoring critical systems for alerts using Server and Application Monitoring software. • Providing application support services in relation to the following non exhaustive list: Active Directory, MS Exchange, VPN, Mobile Device Management, Business applications, Microsoft Office (desktop), Office 365 • Management of Sophos EndPoint Protection system • Configuration of end user client PCs • Supporting the following non exhaustive list of ICT Hardware: workstations (laptops and desktops), mobile & smartphone devices, printers/scanners, ICT peripherals, audio visual equipment. • Identifying and escalating situations requiring urgent attention to the appropriate resource. • Communicating system downtime notices to DPC staff/Contractors • Dealing with DPC staff, contractors, suppliers in a professional, efficient and courteous manner. • Compliance with ICT policies and procedures <p>Carrying out admin duties as required including maintaining and updating the ICT Asset Database records, ICT Consumables Database etc.</p> |
| <p>Key Competencies</p> | <ul style="list-style-type: none"> • Relationship Building – identify, initiate and maintain key working relationships • Questioning and challenging – to get to the root of people and business issues, able to challenge constructively and confidently • Planning and Organising – plans and organises tasks and work responsibilities to achieve ICT objectives • Judgement and Decision making – uses sound judgement to make good decisions based on analysis of information, business need, risks and governance. Considers all relevant facts and alternatives before deciding on the most appropriate action • Communication – expresses thoughts and ideas in a clear and concise way using a style that is appropriate to the audience so as to engage and gain buy in • Team Player - actively and positively participates in a team • Resilience – taking ownership of work even when there are competing demands • Customer Service Orientation – identify and prioritise customer needs while maintaining calm and professional demeanour • Technical Support – the process of providing quality technical support services to all users in a professional and timely manner |

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| <p>Qualifications, experience and required skills</p> | <p>Must Have:</p> <ul style="list-style-type: none"> • Strong experience in an ICT Technical Support Role • Excellent customer service skills • Excellent organisational and administration skills • Demonstrable technical knowledge and experience in; <ul style="list-style-type: none"> ○ management and administration of a number of Operating Systems (O/S) including Windows 10, Windows 7, Windows Server 2016, Server 2008 and Server 2003. ○ TCP/IP, DHCP and DNS ○ working with a structured cabling configuration ○ router, hubs and switch installation and configuration ○ installing and implementing firewalls and anti-virus applications ○ VOIP telephone systems ○ Mobile Device Management systems <p>An Advantage but not Essential:</p> <ul style="list-style-type: none"> • Experience of VmWare virtual environment • Scripting in a Windows and Web environment and knowledge of FTP • Knowledge of CCTV and Automatic Number Plate Recognition (ANPR) systems |
| <p>In order to be successful we need someone who is</p> | <ul style="list-style-type: none"> • Experienced in dealing with end users • Customer focussed |