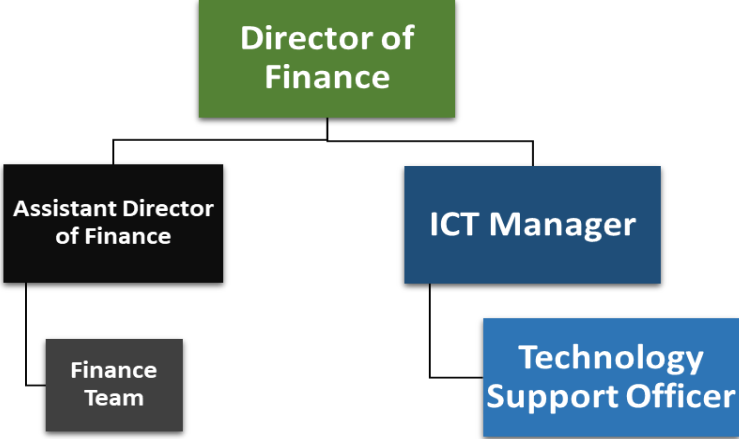




Job Description: Technology Support Officer

Job Element	Detail
Overview of Ability West	Ability West provides a wide range of high-quality services to children and adults with an intellectual disability and autism across Galway City and County. Services provided are: day, residential, short breaks, community supports, rehabilitative training and multi-disciplinary supports. The ethos of service provision is underpinned by our Vision, Mission, Core Values and Strategic Plan, which is to empower people with disabilities to live self-directed lives in an equal and inclusive society. Each person is supported and valued within an environment which promotes their overall autonomy, health and wellbeing and enables them to reach their potential.
Job Title	Technology Support Officer
Overview of Role	The Technology Support Officer will be assigned to work as part of a small but focused team to ensure the delivery and support of quality information technology solutions within a person-centred environment.
Purpose of Role	The purpose of the role is to provide technical support and services in support of the various IT systems, located throughout the organization.
Reporting To	The post holder reports directly to the ICT Manager.
Key Working Relationships	Director of Finance, ICT Manager, Unit Directors, ADS Managers.

<p>Organisation structure in regard to this Role</p>	 <pre> graph TD DF[Director of Finance] --> ADF[Assistant Director of Finance] DF --> IM[ICT Manager] ADF --> FT[Finance Team] IM --> TSO[Technology Support Officer] </pre> <p>Please note that Ability West reserves the right to amend or change the organisational structure at any time to meet service and business needs.</p>
<p>Department/Location</p>	<p>The role will be based at Blackrock House with some travel to other locations in accordance with service and business needs.</p>
<p>Key Duties</p>	<ul style="list-style-type: none"> • Hardware & software support including desktops, laptops, printers, routers, firewalls, mobile and Wi-Fi enabled devices. • Provision of technical services to staff and service users using a helpdesk model. • Provision of I.T. skills training to Ability West staff and service users. • Network administration in a Microsoft Windows 10, Server 2019, and VMware based Citrix environments. • Administration of servers (including virtual servers). • Assist in supporting and maintaining IT infrastructure to ensure the day-to-day smooth running of the business with minimal downtime of all services for both local and remote colleagues. • Maintaining records of daily transactions, problems and actions taken and installation activities using the provided Flex software. • Ensure technical issues are being dealt with and resolved with a focus on exceptional service. • User account management of Internet and Email services using Microsoft Exchange/Office 365. • Maintenance of integrity and security of the company's systems and network utilising anti-virus, anti-spyware, anti Spamware software and other resources. • Administration & monitoring of organisational backups to tape disk and Offsite. Asset Tracking - responsibility for asset tracking and reporting of all existing and new ICT equipment using the Flex Management System. • Joiners/Movers/Leavers - implementing joiners, movers, and leaver requests according to the documented requirements

	<ul style="list-style-type: none"> • Maintenance of Active Directory - accurately reflect changes in ownership of laptops/desktop PC's etc. • Install, monitor, perform minor repairs and maintenance to hardware, software, or peripheral equipment, following design or installation specifications. Advising the ICT Manager with regard to the purchase or replacement/upgrade of same. • Assist with new user desk setups, desk moves and associated cabling. • Installation monitoring and maintenance of software – Desktop and Client. • Administration of telecommunications systems • Mobile phone builds and upgrades • Licence administration and compliance. • Liaising with vendors and external service providers in relation to the pricing and provision of solutions in accordance with best value practices and advising the ICT manager of same. • Developing programs and software utilities to support the development of organisational management information systems. • The support and administration of existing remote access solutions. • Delivery and maintenance of web technologies i.e. on line forms and intranet portal. • Creating and maintaining IT documentation where required by the ICT Manager. • Advising the ICT Manager on new technologies and improvements. • Leading I.T. projects/developments as required. • Provide cover for the ICT Manager when required. <p style="text-align: center;"><i>The list of key duties is not exhaustive.</i></p>
<p>Other Requirements of Post</p>	<ul style="list-style-type: none"> • Reliability, self-motivated attitude and a flexible approach. • Ability to conduct oneself in a professional manner throughout the course of one's duties. • Adherence to Ability West's policies at all times.
<p>Person Specification: Essential Criteria</p>	<ul style="list-style-type: none"> • Minimum 12 months previous experience in a Technical Support role. • Excellent knowledge of Microsoft Windows 10-11, Microsoft Office 2016, Office365, Windows Server, Web Browsers and Exchange email support system. • Strong working knowledge of desktop hardware & software. • Experience with networking technologies Wired & Wireless, switches, hubs access point and structured cabling systems. • Full current drivers' licence with access to own transport.

Desirable Criteria	<ul style="list-style-type: none"> • Experience in working in an organisation for individuals with Intellectual Disabilities and Autism/or Mental Health. • Degree in Information Technology, Information Systems, Computer Science, or a related discipline. 		
Key Competencies	<ul style="list-style-type: none"> • Genuine respect and empathy for diversity and individuality. • Able to handle multiple competing priorities whilst possessing a high level of discipline, professionalism, and flexibility. • Robust troubleshooting and problem-solving skills. • Strong communication skills, particularly in the communication of technical issues to non-IT colleagues. 		
Career Development	All employees of Ability West will be afforded Training and Development opportunities with regard to Career Development.		
Post Holder Sign Off			
Line Manager Sign Off		Date	