Dublin Business School (DBS) is the leading independent third level institution in Ireland and provides a wide range of undergraduate, graduate, executive and professional programmes. The School is part of Kaplan, Inc., a leading international provider of higher education, professional development and lifelong learning programmes.

Job Title: Service Desk Support Analyst

Reports to: Helpdesk Manager

Location: Dublin Business School, Castle House Campus, Dublin 2

The post holder may be allocated to other work areas when required and provide general assistance that the College may require from time to time.

Job Description

An opportunity has arisen for an experienced Service Desk Support Analyst to be an integral part of the Information Technology Services Department.

The aim of the role of Service Desk Support Analyst is to assist in the daily support and maintenance of all IT infrastructure within Dublin Business School and Kaplan. You will provide first line response for users requiring assistance with IT support issues, requests and problems and ensure problems are resolved within the specified service level agreement.

Main Responsibilities:

Responsibilities of Post:

- Responding to and troubleshooting any IT issues that are raised via the phone and Services Desk Management system in a timely and effective manner.
- Accurately recording all tickets raised via the Service desk support line.
- Tracking and researching tickets from creation to resolution.
- Updating the internal knowledgebase and/or communicating resolutions with relevant staff \business units.
- Escalating more involved problems to the appropriate 2nd and 3rd level support teams.
- Acting as a liaison between customers and technical escalation teams.
- Providing remote desktop support for all staff and students.

- Updating of IT related systems as required.
- Completing all checklists to ensure systems are regularly backed up.

Essential Responsibilities/Duties:

- To provide IT support to staff members as delegated by the ITS Helpdesk Manager when required.
- Install, upgrade and configure workstations to accommodate user relocations, and site relocations.
- Liaise with third party support organisations for repairs and replacements.
- Prioritise daily/weekly/monthly work in accordance with small projects and daily support required by the business.
- To administer all user accounts, groups and email addresses.
- To review patches and updates of all software.
- To perform ad-hoc tasks and projects as required.
- To hold IT inductions for staff and students demonstrating how to login to our systems.
- To participate in a shift rotation operating between 8.00am and 8.30pm Monday to Thursday and 6pm on Friday and some occasional weekend work between 9-5pm.

Contract: Fixed – term contract, 1 year
Salary: €26,000.00 - €30,000.00 per annum

All appointments are subject to passing Garda Vetting and providing proof of eligibility to work in Ireland on full time basis (upon being invited to interview).

Please refer to our privacy policy which can be found on our DBS website.

To apply please send your CV and cover letter to recruitment@dbs.ie

This job description is a guide to the work the post holder will initially required to undertake. It may be amended from time to time to meet changing circumstances by mutual agreement. It is expected that the job description will be reviewed regularly by the post-holder and their manager.