

Job Title:	First Line Infrasture Support
Reports to:	Infrastructure & Business Applications Manager
Location of Role:	This role will be based primarily in Navan but at times the role holder will be required to provide first line support to the VA Dublin office
Job Purpose:	<ul style="list-style-type: none"> • Provide an initial point of contact for GPE employees who have IT issues or who have IT service requests • Provide high resolution rate at first point of contact • IT Support will vary from desktop support to core infrastructural systems including, network, wireless network, corporate backups, core applications, AD, Exchange, telephone system, audio visual and mobile devices. The role holder needs to be able to provide immediate responses to business requirementsInsert text here. • Communicate effectively with GPE Employees and IT support teams on incident and request resolutions
Required Qualification & Experience:	<p>Required Qualification & Experience:</p> <ul style="list-style-type: none"> • This role requires a combination of business knowledge together with an understanding of the technologies required to run a Financial Services business. • Relevant degree coupled with relevant qualifications in IT service management i.e. ITIL Foundation qualification. • Typically at least 2 years experience within an IT helpdesk role <p>Competencies</p> <ul style="list-style-type: none"> • Strong organisational skills, in particular the ability to manage diverse and competing priorities • Excellent relationship management and people management skills • The ability to work effectively as part of a team <p>Technical Competencies</p> <ul style="list-style-type: none"> • Excellent pc problem determination skills • Experience in Microsoft Office 2003, 2007 & 2010,Microsoft XP, Vista, Windows 7 • Experience in VOIP Phone systems • Experience in networking

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