



Blackrock Health Galway Clinic



#JOB-2408788



Galway Clinic, Doughiska, Galway, Co.

Galway, H91 HHT0



No of positions : 1



Paid Position



37 hours per week



34500.00 Euro Annually



26/08/2025



23/09/2025

## How to apply

### Application Method :

Not available



Open your camera  
app & point here  
to view this ad  
online



## Level 1 & 2 IT Helpdesk Technician

### Application Details

In order to work in Ireland a non-EEA National, unless they are exempted, must hold a valid employment permit. Please review the [Eligibility and requirements for an employment permit](#) if you are unsure of your eligibility to apply for this vacancy.

### Job Description

Main Duties & Responsibilities:

Call Management Activities

- Manning of the IT Service Desk telephone line
- Logging details of incidents and requests for services into the Service Desk system.
- Correctly capturing the data required to determine issue severity and troubleshooting
- Monitoring Service Desk work queue for automatically logged calls from user's self-service module
- Assigning calls as appropriate to 2nd level support

IT Support Activities

- Hardware Support:
  - o Hardware Support of PC, thin clients and mobile carts
  - o Peripheral support including mice, keyboards, screens, e-pads, scanners and local printers
  - o Troubleshoot network connectivity issues
  - o Support patient entertainment system
  - o Support end user phones in the absence of the Telecoms Engineer
- Software Support:
  - o User account management in Active Directory.
  - o VMware VDI desktops management.
  - o Software support of Microsoft Office.
  - o Local Application and Third Party Support (training will be provided).
  - o Support of Outlook mailboxes including shared calendars, saved .PST and archived emails.
  - o Installation and upgrade of specific software packages throughout the clinic.
- Printer Support:
  - o Evaluation of printer issues that should arise throughout the Galway Clinic.
  - o Log and escalate calls if necessary.
  - o Assist in setup of new printers and selection of a default printer for existing users per need.

- Conference and Meeting Support:
  - o Setup and support of laptops and projectors for meetings that occur in hours.
- Project Activities
  - o Assisting on IT Projects as necessary
  - o Supporting senior analysts on project activities

Competencies/skills:

- Technical Competencies
  - o Good all round IT Knowledge and a good grounding in IT Hardware, Software and networking
  - o Excellent PC support and trouble shooting skills
  - o Excellent customer support and work prioritisation skills
- Non-Technical Competencies
  - o Hands-on experience required
  - o An enthusiastic, flexible & innovative approach to work
  - o Excellent communication and customer service skills
  - o Be focused on quality and attention to detail
  - o Open to learning new skills

Blackrock Health at the Galway Clinic is an equal opportunities employer.

- **Sector:** information and communication

**Career Level**

- Experienced [Non-Managerial]