



FOCUSPHERE LTD t/a HCS BUSINESS

SOLUTIONS



#WPEP-2414302



4B Cleaboy Business Park, Old Kilmeaden
Road, Waterford, Co. Waterford, X91 E9NT



No of positions : 1



Work Placement Experience Programme



As per WPEP guidelines



Work Placement Experience Programme



01/10/2025



26/11/2025

How to apply

Application Method :

This programme is for jobseekers that are in receipt of a qualifying social welfare payment and those transferring from a social welfare scheme. Full eligibility details are available [here](#)



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Service Desk Analyst Assistant - WPEP Scheme

Application Details

This Work Placement Experience Programme provides Participants with an opportunity to gain meaningful work experience, learning and training while on the programme. This programme is for jobseekers who are in receipt of qualifying social welfare payments and those transferring from a social welfare scheme or an ETB Training Allowance. Your eligibility for this programme will be verified by the Department as part of the application process.

Job Description

As part of the call management process, the participant will learn to log calls in the IT Service Management system and learn to provide support to the Company's support contract customers. The Participant will be trained and gain practical experience in; Handling calls in the call management process ie. record, diagnose, track and closes calls to the helpdesk. Logging calls in the PSA systems effectively by capturing all relevant information & requests, in relation to symptoms, priority, and contacts. Call escalation handling and routing calls to the next level of support according to procedures. Dealing with end customers through providing status calls to the customer at regular intervals and give updates on progress on resolving calls according to procedures. SLAs and working within agreed target resolution times to resolve each call depending on the priority and customer SLA. How to provide user support to customer's via phone, email and web. How to manage a workload and ensuring that all calls assigned are up-to-date and accurate at all times.

Role Description

This is a training and work experience opportunity; no prior experience in this role is necessary. Accredited and/or sector recognised training will be provided to support your placement. Participants are eligible to participate in the WPEP QQI Work Experience Module which was developed by the Education & Training Boards in collaboration with the Department of Social Protection. This optional module will fulfil your accredited training requirements for the WPEP.

Formal Training:

Be trained to resolve customer problems using "Teamviewer" remote diagnostic tools.

Training in Company telephone systems to enable the participant to deliver telephone support directly to customer end-users.

As a member of a 20 person technical team, the participant will be trained in company processes and procedures.

ISO9001 training and induction

GDPR

Information Security

Process-related courses as part of the induction process under ISO9001 and ISO 27001

Informal Training:

N-ABLE Remote monitoring

Management system courses

Fortinet courses and exams NSE1,2 and 3.

On completion, the participant will be trained to deliver Level 1 technical support and will be ready to take up employment in a service desk environment. For additional information: Please contact; Finn Grant, fgrant@hcs.ie, Director, Focusphere Ltd t/a HCS Business Solutions.

- **Sector:** information and communication

Career Level

- Not Required

Candidate Requirements

(Essential)

- **Minimum Experienced Required (Years):** 0