



SLEEPLESS SERVER SOLUTIONS LIMITED



#WPEP-2415306



MERITS, Devoy Quarter, John Devoy Road,
Naas, Co. Kildare, W91 FE8V



No of positions : 1



Work Placement Experience Programme



As per WPEP guidelines



Work Placement Experience Programme



28/10/2025



23/12/2025

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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Frontline Support Technician 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

This role involves assisting in the delivery of high-quality technical support to customers across various locations in Ireland, both remotely and onsite.

Comprehensive training and ongoing mentoring from senior engineers will be provided to help the successful candidate build technical proficiency and confidence in all core support areas.

The successful candidate will be trained to maintain and troubleshoot Microsoft Windows environments, Active Directory, Exchange, Veeam Backup Systems, end-user device setups and related systems,

The candidate will be trained in logging and tracking support requests, assisting diagnosis of issues under supervision of mentor.

They will monitor internal and customer environments, respond to alerts, and adhere to team KPIs. Maintaining IT security, infrastructure, and documentation according to best practices and Stryve policies.

This is an entry-level position, and the successful candidate will receive close guidance and mentorship from Level 2 Engineers and the Service Desk Team Leader.

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:

- Microsoft Fundamentals

- Veeam Backup systems.

Informal comprehensive training:

- Zoho applications
- Microsoft applications and management tools
- Support platforms, and security solutions.

Development of soft skills such as communication, customer service, and team collaboration will also form an integral part of the training program.

- **Sector:** professional, scientific and technical activities

Career Level

- Not Required

Candidate Requirements

(Essential)

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