



Downey Cleaning Services



#JOB-2436906



1 Droumcarra, Tower, Blarney, Co. Cork, T23

X576



No of positions : 1



Paid Position



39 hours per week



36605.00 Euro Annually



05/03/2026



02/04/2026

How to apply

Application Method :

Not available



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IT User Support 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

Downey Cleaning Services is seeking an experienced IT User Support Technician to provide essential technical support and operational maintenance for our internal web application used for service management in the cleaning sector.

Provide technical support and operational maintenance for our internal web application used for cleaning service management (including location tracking, timers and real-time monitoring).

Main duties:

Deliver first-line support to users of the existing web app.

Investigate, diagnose and resolve reported issues, bugs and performance problems.

Monitor application usage and performance to ensure reliable daily operation.

Assist users with key features (location services, timers, report generation).

Apply minor updates, patches or configurations as needed.

Maintain records of support requests and resolutions.

Requirements:

Relevant IT background or equivalent practical experience.

Minimum 2 years in IT user support, application troubleshooting or similar.

Fluency in Brazilian Portuguese (essential – to provide direct support to Brazilian Portuguese-speaking cleaning staff).

Strong problem-solving and communication skills.

A relevant IT qualification is desirable.

Training on company systems will be provided.

Please send you CV to info@downeycleaning.ie

- **Sector:** information and communication

Career Level

- Experienced [Non-Managerial]