



IBAT College Dublin



#JOB-2438390



IBAT, Mount Prospect House, 16-19  
Wellington Qua, Dublin 2, D02 TX49



No of positions : 1



Paid Position



37.5 hours per week



36605.00 Euro Annually



13/03/2026



10/04/2026

### How to apply

#### Application Method :

Not available



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



## IT Executive

### 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

Responsibilities include, but are not limited to:

- Review and processing of all open helpdesk requests according to agreed support and escalation procedures
- Providing System's Administration and helpdesk support to include software and hardware installations, maintenance, upgrades and troubleshooting.
- Perform initial incident troubleshooting and then either resolve the issue or escalate/transfer as appropriate to the relevant IT team (either in-house or 3rd party)
- Ensuring classroom equipment is fully operational to ensure delivery to students
- Ensuring staff, teachers and lecturers have desk-side IT support in timely manner
- Troubleshoot hardware faults including laptops, printers, photocopiers and projectors etc. including logging faults with 3rd party suppliers when necessary
- Responsible for business continuity for staff, students and lectures across all hardware and networks within the college
- Ensuring security is maintained across the organisation and in compliance with GDPR requirements
- Ensuring that backups are completed during each 24-hour cycle; researching and making continuous improvements, to include server replication and off-site backup.

- Monitor ongoing security threats to the organisations and implement pre-emptive counter measures, particularly threats from ransomware attacks, breaches to the IBAT network and security risks from remote working.

- Documentation - procedures and documentation for all technology systems are developed, up to date and maintained in an organised and coherent fashion

- Respond, troubleshoot and resolve critical issues in a disaster recovery situation

- Analyse, respond and solve issues/queries in a timely and efficient manner.

- Administering point to point un-contended Layer2 LAN extension between two sites

Skills, qualification and key attributes:

Minimum of 2 years' experience in a similar IT network role

IT Certification (or equivalent) in an IT related discipline (MCSE, MSCA, CCNA, CCNP, etc.)

3rd level IT qualification is desirable but not compulsory.

Excellent understanding of PC hardware/software as well as Windows operating system

Excellent understanding of Active Directory – creation and maintenance of accounts, assigning user rights and permissions

Experience with Windows 2016 Server Managements including AD administration

Working knowledge of DNS / DHCP

Working knowledge of networking, including WAN topology, mixed LAN/WAN

Understanding of centralised solutions, e.g. anti-virus

Working knowledge of network firewalls, routers and switches

Some experience in a similar student-facing role would be desirable but not essential

Excellent attention to detail

Excellent administrative and organisational skills

A strong ability to meet strict and changing deadlines, working under pressure

Excellent verbal and written communication skills

Ability to work on their own and within a team

Proficient in the use of Microsoft Office and Google

- **Sector:** education

### **Career Level**

- Experienced [Non-Managerial]