



INNOVATE Business Technology Limited



#WPEP-2441922



Business Campus, M11, Wexford Road,  
Gorey, Co. Wexford, Y25 A8H2



No of positions : 1



Work Placement Experience Programme



As per WPEP guidelines



Work Placement Experience Programme



09/04/2026



04/06/2026

## 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 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

INNOVATE is an established ICT Services company based in Co. Wexford, delivering secure, modern, and resilient IT infrastructure solutions to organisations across Ireland. We are currently offering a training and work experience opportunity through the Work Placement Experience Programme (WPEP) for a Service Desk Assistant to join our team.

This role is designed for individuals who are eager to learn and develop skills in IT service delivery and customer support. No prior experience is required structured training and mentoring will be provided, including the option to complete the QQI Work Experience Module.

As a Service Desk Assistant, you will be trained to become the first point of contact for customer support queries. You will learn how to log and triage tickets, coordinate with engineers, and ensure customer expectations are met with professionalism and care.

### 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:

- Answer incoming support calls and log all tickets in the ConnectWise system
- Acknowledge and provide first-level support for all new calls in ConnectWise
- Provide first-level support to our existing customer base remotely across all disciplines
- Ensure that customer expectations are met or exceeded
- Work on scheduled calls as assigned by the service coordinator

- Provide call-back support for overflow calls during busy periods

Informal Training:

- Communication skills
- Teamwork
- **Sector:** information and communication

**Career Level**

- Not Required

**Candidate Requirements**

(Essential)

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