



AYRTON CONSULTANCY LIMITED



#WPEP-2444442



AYRTON GROUP, Scarteen Bus Pk,  
Newmarket, Co. Cork, P51 AK40



No of positions : 1



Work Placement Experience Programme



As per WPEP guidelines



Work Placement Experience Programme



23/04/2026



18/06/2026

## 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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## IT Support 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

The participant will be shown how to address specific tasks such as how to handle Staff & Client inquiries, following up on tasks, and providing updates on projects where applicable. The participant will learn how to liaise with our projects team, customers and Support team, and update the specific tasks.

You will receive assistance & training and enhance software solutions across our technology ecosystem to help drive efficiency and improve customer satisfaction.

What you will do daily during the placement:

- Shadowing the software and support teams to understand workflows.
- Assisting with documentation and basic system updates.
- Supporting company staff and client inquiries under supervision.
- Observing how integrations, AI tools, and CRM processes work without taking part in development.
- Helping data entry, reporting, or administrative tasks related to projects.

### Role Description

The candidate will receive Formal training in:

- Cisco Certified Support Technician: Cybersecurity (10-week course access)

<https://ecollege.ie/all-courses/cisco-certified-support-technician-cybersecurity>

- Health & Safety:

<https://www.ayrton.ie/safety-training/>

- CRM System.

<https://www.salesforce.com/crm/crm-course/>

The candidate will receive informal training in:

- Our current support & CRM Systems.
- Professional development support and access to learning resources.
- **Sector:** information and communication

### **Career Level**

- Not Required

### **Candidate Requirements**

(Essential)

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