



WAYSTONE CENTRALISED SERVICES (IE)
LIMITED



#JOB-2462524



35 Shelbourne Road, Ballsbridge, Dublin 4,
D04 A4E0



No of positions : 1



Paid Position



40 hours per week



30000.00-38000.00 Euro Annually



05/08/2026



02/09/2026

How to apply

Application Method :

Please apply to the vacancy by the following means:

Email : chfitzgerald@waystone.com



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



IT Helpdesk Engineer

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

Summary: The role of IT Helpdesk Engineer Level 1 is to support the IT team in all aspects of technical service desk management, project tasks and monitoring.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Action and resolve all incidents / requests that come to the service desk queue or phone lines with the agreed service levels.

Ensure that ticket assignments will maximise efficiency. Escalate tickets to the relevant level if required and request updates.

Ensure that the entire ticket life cycle is carried out with the highest level of customer service through appropriate communication and follow ups.

Proactively keep the end user updated on the current ticket status with related communications.

Stay up to date with all relevant technology hardware and software to provide the first level of support.

Assist in relevant and identified projects and contributes inputs where required.

Assist in disaster recovery testing and support for any production disaster recovery incidents.

Contribute strongly to the team in achieving the overall team objectives.

Actively gain knowledge from more experienced team members.

Ensure that all activities conform to the process and procedures that are in place in the IT department.

Ensure complete compliance with internal and corporate policies

Education:

A degree in IT or relevant experience

ITIL Certified

General knowledge of information technology, theory, principles, and practices.

Any technical qualifications

Experience:

Minimum of 2 years in a helpdesk role.

Outstanding time management, organisational skills, oral/written communication skills, critical thinking and attention to detail is required.

Ability to interact and communicate with colleagues efficiently and effectively.

Be able to work under pressure and against tight deadlines to implement pragmatic and intelligent decisions.

Be adaptable and work as an effective member of a team.

Work conscientiously and use own initiative.

Be calm under pressure and manage stressful situations.

Strong MS Office Skills.

Strong understanding of Active Directory.

Experience support WebEx and mobile devices.

MFA experience

- This vacancy is suitable for Remote/Blended working
- **Sector:** financial and insurance activities

Career Level

- Not Required