



SLEEPLESS SERVER SOLUTIONS LIMITED



#JOB-2463501



Unit 9, Liosban Retail Centre, Liosban Ind Est,
Tuam Road, Galway, Co. Galway, H91 C642



No of positions : 1



Paid Position



39 hours per week



36606.00 Euro Annually



11/08/2026



08/09/2026

How to apply

Application Method :

Please apply to the vacancy by the following means:

Email : gillian.mcmahon@stryvesecure.com



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



First Line Support 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

Job Description:

Stryve is seeking a First Line Support Engineer to join our Service Desk team, based at our Galway office at 9 Innova Rooms, 8 Liosbain Retail Centre, Tuam Road. This is a permanent, full-time 39 hour a week role providing frontline technical support to our client base.

Key Responsibilities:

- Provide phone, email, and remote support to diagnose and resolve technical issues for clients
- Perform initial triage and route support calls to the correct resolution group
- Log and maintain accurate ticket records, ensuring correct categorisation and detail
- Communicate regularly with clients on ticket status and resolution progress
- Ensure inbound calls and voicemails are answered and returned within agreed timeframes
- Maintain and update helpdesk documentation for each client account
- Escalate tickets appropriately in line with priority and Service Desk Manager/Coordinator guidance
- Carry out additional duties as assigned by the Service Desk Manager/Coordinator and Management

Requirements:

- Strong communication skills, both written and verbal
- Ability to diagnose and triage technical issues across a range of client environments
- Comfortable working in a fast-paced, client-facing support environment
- Willingness to participate in an on-call rota outside normal business hours

Pay: €36,606.00 per year

Ability to commute/relocate:

Galway, County Galway: reliably commute or plan to relocate before starting work (required)

Education:

Bachelor's (preferred)

Language:

English fluently (required)

Work Location: In person

- **Sector:** information and communication

Career Level

- Experienced [Non-Managerial]

Candidate Requirements

(Essential)

- **Minimum Experienced Required (Years):** 2
- **Minimum Qualification:** Level 9 (incl Post Graduate & Diploma & Master Degree)

(Desirable)

- **Ability Skills:** Customer Service, Interpersonal Skills
- **Competency Skills:** Collaboration, Decision Making, Initiative, Teamwork
- **Languages:** English C2-Master (Fluent)