



<b>FORWARD EMPHASIS INTERNATIONAL</b>			
<b>Job Specification</b>			
<b>Job Title :</b>	IT Support Desk Associate	<b>Job Category :</b>	IT Support Desk Associate
<b>Department/Group:</b>	IT	<b>Job No:</b>	
<b>Location :</b>	Malin Head, Co. Donegal	<b>Travel Required :</b>	Hybrid Position
<b>Level/Salary Range :</b>	On application	<b>Position Type :</b>	Full time - Permanent
<b>Applications Accepted By:</b>			
<b>CONTACT :</b> @: <a href="mailto:recruitment@forwardemphasis.ie">recruitment@forwardemphasis.ie</a> t: (074) 93-87000		<b>MAIL:</b> Malmar House Malin Head, Co. Donegal, Ireland	
<b>JOB SPECIFICATION</b>			
<b>ROLE BRIEF</b> <p>We invite you to join our dynamic team as an IT Support specialist. Forward Emphasis International are seeking an IT Support Desk Associate with key problem solving skills and excellent communication to join our team!</p> <p>This role offers the successful candidate an opportunity for personal and professional development, working alongside experts in IT, applications, processes, and project management. As part of our skilled team, you will thrive in a fast-paced environment, driving change and improvements in a hybrid working model.</p>			
<b>ROLE RESPONSIBILITIES</b> <ul style="list-style-type: none"><li>▪ Single Point of Contact for all Fault logging from users</li><li>▪ comprehensive support across our environments, addressing user issues related to the Windows, network, desktop, security, and cloud-based applications.</li><li>▪ Conduct initial triage and assignment of support request tickets determining the appropriate resolution path.</li><li>▪ Oversee system setup process for user onboarding and offboarding.</li><li>▪ Collaborate directly with users to diagnose, plan, test, and implement solutions.</li><li>▪ Maintain thorough documentation of issue resolutions, system operations, and processes.</li><li>▪ Work with third-party providers, ensuring detailed communication and follow-up until resolution.</li></ul>			





## PERSON SPECIFICATION

### KEY ATTRIBUTES :

- Previous experience in the business sector with proficiency providing IT support to users an advantage.
- Critical thinking with the ability to evaluate and challenge proposed solutions.
- Ability to analyse & solve technical problems by investigating potential solutions using troubleshooting skills and problem-solving capabilities.
- Excellent telephone & client handling skills.
- Self-motivated with the ability to work independently.
- A commitment to continuous learning and professional development.
- Keen attention to detail with strong organisational skills.

### BENEFITS:

- Flexible work from home arrangements
- Incentives and bonus pay
- Insurance discounts
- Employee referral schemes
- 20 amount days paid holiday
- Social committee, monthly/bi-monthly/quarterly events.
- Fun environment

