

Maynooth University – IT Services

Computing Assistant for the Service Desk Centre

ServiceDesk Centre is an important function within IT Services. The responsibilities of ServiceDesk Centre include being the first point of contact for staff and students, close collaboration with various sections within IT Services and other Service and Administrative departments of the university. Supporting, developing and amending new and existing ITIL based processes.

Applications are invited from registered postgraduate students of Maynooth University who wish to be considered for work as a Computing Assistant in a job-sharing capacity in IT Services ServiceDesk Centre.

Computing Assistant working in ServiceDesk Centre IT Services is seeking a Computing Assistant to work alongside the ServiceDesk Centre team responsible for the following services to our users:

ServiceDesk:

- Ticket logging, ensuring that all relevant data is captured
- Check and update information held in Call Management Application
- Update IT Services Webpage
- Communication to various MU user groups
- Counter Service
- Providing first level IT troubleshooting
- Reception
- Dealing with queries from students, staff and the public in person or by email
- Recording and processing deliveries
- General office administration duties

Requirements:

- Excellent telephone skills
- Excellent oral and written communication skills
- Good general knowledge about Information Technology, especially computer troubleshooting skills
- Good interpersonal skills, respectful, optimistic approach to users
- Collaborative team spirit

Core Skills:

- A desire to provide excellent service
- Excellent oral and written communications skills
- Ability to assess and identify problems requiring urgent attention
- Ability to learn to work with a modern Call Management Application
- Good attention to detail
- Technical IT knowledge
- Understanding the need to follow processes
- Task and time management

Working arrangement:

- Job sharing 2-3-2 in close co-operation with existing staff
- Available to cover planned time off for ServiceDesk team members (eg annual leave)
- Available to cover unplanned time off for ServiceDesk team members (eg. sickness cover)
- Hours of work
- Monday to Friday 9:00 – 17:00 (standard university breaks)
- Salary € 12.26 / hour

Application Procedure:

Please note:

Applications should be made by sending the following information as one single attachment (either in PDF or Word format not bigger than 1 MB) incorporating all of the below required information:

- A Curriculum Vitae, including all qualifications and experience and a covering letter addressing your interest and suitability for the role
- The names, email addresses and telephone numbers of one referee whom we may contact

Once the attachment is compiled please send your single document application to ServiceDesk@mu.ie.

Dates of job advertisement process:

- 23/01/2018 – Closing date for applications (17:00)
- 25/01/2018 – Date for interviews (provisional) Only shortlisted candidates will be invited to attend for interview
- 26/01/2018 – Feedback to applications
- 29/01/2018 – Start date (training on the job)