

ICT Assistant

Role Profile

A. Details

Position:	ICT Assistant
Grade	Clerical Officer (CO)
Whole time equivalent	1 FTE (35 hours per week)
Reports to:	ICT Management
Duration:	Permanent

B. Department & Role Overview

The ICT Assistant is an opportunity for anyone starting out and who would like to make a career in ICT.

The successful candidate will be trained across the main areas within the ICT team, namely:

- Application Support & Customer Service
- Networks & Infrastructure
- Cyber Security

The successful candidate will join a small team of ICT professionals responsible for the management, implementation, configuration and support of the ICT systems and infrastructure that support the Arts Councils operations and in addition to provide end user support to all its stakeholders.

The role is equivalent to an in-house apprenticeship and will require an undertaking for continuous learning both internally and externally. The self-learning will be agreed and tailored to the candidates' skills.

The individual should be an energetic and enthusiastic person with a good understanding of customer relations management skills and a general interest in ICT systems and technologies.

C. Key Responsibilities

- Support the ICT team within the ICT department in order to achieve the key goals, objectives and tasks;
- Dealing with ICT support tickets from internal staff, remote staff and external users;
- Provide accurate information and respond to queries in an efficient, professional and courteous manner;
- Assist with documentation/forms to ensure accuracy and high quality;
- Work as part of the ICT Teams on ICT projects;
- Provide assistance and carry out activities assigned by the ICT Management Team;
- Provide administrative support to the ICT Team in relation to processes and documentation.

D. Skills Knowledge and Experiences

- A keen interest in ICT;
- Excellent administrative and IT skills, from a user's perspective;
- Working knowledge of relevant Arts Council ICT systems including Dynamics CRM, SharePoint, Teams and other 365 products;
- An understanding of prioritising and processing work;
- Flexible and enthusiastic in the context of a busy and demanding workplace;
- Excellent verbal communications skills and be confident dealing with both internal and external customers;
- An ability to work accurately within tight deadlines;
- Be self-motivating, flexible and results focused;
- A commitment to high standards of public service;
- Irish language, verbal and written skills, (this is not an absolute prerequisite for the role).