

<b>Classification:</b> Internal	<b>Job Description</b>	
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**Position: Technology Operations, Dublin**

**Reporting to:** Head of Technology Operations

**Department:** Group Technology Services (GTS)

**Position description:**

Based in the Dublin office, this position is the primary day-to-day IT interface for the onsite users and also a key member of the Global Service Desk (GSD) team who provide remote support to users in the UK, Europe and US.

The primary requirement of this role will be to offer white-glove support for all our users, who expect highly responsive, high quality support as well as clear communication, and strong discretion/judgement.

The successful candidate will be a reliable, safe pair of hands, who can work independently while also contributing to the efforts of the global GTS team and complying with group standards and procedures.

The role will take ownership of the Dublin IT estate, be instrumental in the designing and implementation of strategic IT changes across the Technology Operations function while also very much remaining hands on with the day-to-day support and maintenance of the group's IT systems.

**Main responsibilities:**

- Service Desk Support – **consistently** deliver **high quality** 1<sup>st</sup> and 2<sup>nd</sup> level support, including identifying, researching, and resolving technical issues.
- Security, Systems & Cloud Administration – for specific systems (mainly the Microsoft 365 suite) configure, maintain, test, and support systems and applications.
- Automation of key support tasks to improve efficiency and creation of end user documentation to improve user self-service.
- Local infrastructure maintenance and asset management.
- Regular reporting and communication with overseas teams.

A key requirement of the position is to automate repeatable support tasks through scripting and use of APIs to improve efficiency of the GSD team and allow more time to be spent on strategic improvement projects.

The role is office-based, and the successful candidate should expect to be onsite 5 days a week. Due to the critical nature of this role, a flexible schedule is required to work as required which very occasionally may include evenings and/or weekends. Occasional travel is required to provide support to other offices, and will include spending their first week in the London office.

**Key tasks and responsibilities:****1. Service Desk Support**

- White glove desk-side and remote technical support for the global user base including desktop, laptop, mobile devices, and associated software packages, network services, Internet applications, and general IT operational support.
- Maintain effective communication with users, and a high level of satisfaction by meeting or exceeding Service Level Agreements; Brief users as well as management on the status of current resolution efforts.
- Support preventive problem management through the identification of recurring incidents.
- Record tickets, analyse, document, manage and close related incident/request/problems.
- When needed, route and coordinate tickets between departments and third parties to ensure swift resolution of user issues.
- Provide training and how-to information to end-users.
- Lead communication in Dublin for incidents or changes affecting the local users.
- Video conferencing: schedule, management, technical support, training as required.
- Ensure the New Hire/Change/Leaver processes are strictly followed.
- Manage all purchased hardware and software assets.
- Assist the wider technology team in the initiation, design and management of effective support solutions for line of business applications.
- Assist with the development, testing and deployment of newly designed systems to ensure they meet operational and supportability requirements.
- Provide IMAC (Install, Move, Add, Change) services, including technology refreshes, upgrades and maintenance

**2. Security, Systems & Cloud Administration**

- Assist the global support team with not only with the day-to-day operations of the firm's Microsoft 365 tenant, but also contribute towards the strategic ongoing management/configuration of the environment.
- Maintain up to date security patching for all workstations and systems, including:
  - i. Antivirus and malware software
  - ii. Software installed on managed devices
  - iii. AV and automation interfaces
- System administration:
  - i. Microsoft Entra, and associated technologies (e.g. Conditional Access, Azure AD Connect)
  - ii. Mobile device management using Intune (encryption, security & remote administration for mobile devices)
  - iii. Exchange Online
  - iv. SharePoint Online/OneDrive
  - v. Microsoft Teams
  - vi. Line of business applications
- Security incident management and pro-active identification of potential security threats.
- Support the implementation of security improvement actions.
- Administration of internal DNS/DHCP, Active Directory (user access management, Group Policy and domain management).
- Configuring and maintenance of infrastructure monitoring systems.
- Coordinate activities and maintain effective relationships with external service providers.

**3. Automation and Documentation**

- Increase efficiency of Service Desk operations through scripting and other automation techniques.

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- Promote the sharing of information and the concept of a single source of truth by developing the use of APIs between core infrastructure, service desk and HR systems.
- Improve user self-service abilities by producing clear and concise technical and user documentation.

#### 4. Special Projects

- Lead / participate in VIP and corporate projects.
- Liaise with overseas teams to ensure understanding of changes impacting Dublin-based users.

### Education, Experience & Abilities

#### Mandatory

- Strong Microsoft 365 experience, **including management and administration** of Microsoft tenants as well as end user support. Ideally this would include configuration experience across the whole suite (Entra, Intune, Exchange, Teams, OneDrive for Business, Sharepoint, Power Platform).
- Relevant Information Technology qualification.
- Minimum 5 years' experience in supporting IT services and solutions, ideally in high-pressure environments.
- Experience working in an ITIL process landscape and using ITSM systems (ideally ServiceNow).
- Familiar with common video conferencing platforms (Zoom/Teams) and experience in managing a busy meeting room AV environment.
- An awareness of current security technologies and best practices.
- Ability to present IT projects and solutions & interact with users at all levels of the company, and with differing levels of IT skill.
- Excellent presentation and communication skills.
- Understanding of the specificities and constraints of a VIP "white glove" service, with relevant experience supporting VIP users.
- Experience providing support to (iOS) mobile devices.
- Scripting experience (ideally PowerShell).
- Awareness and basic understanding of networking principals.

#### Optional

- Experience of packaging applications in Microsoft Endpoint Manager.
- Experience with technical and business analysis and presenting results.
- Configuration of endpoint device and security compliance policies in Microsoft Endpoint Manager.
- ServiceNow configuration experience.
- ITIL certification.
- Cisco network device configuration.
- Administration of HPE SimpliVity systems.
- Familiarity with Fortinet firewalls.