

Tier 1 Support Engineer

Job Title: Tier 1 Support Engineer

Reports To: Helpdesk Manager

Overview

ActionPoint is an Irish owned organisation with offices in Ireland, the UK and US. We are currently seeking a **Tier1 Support Engineer**.

Working as part of the ActionPoint Team offers you the chance to work in a collaborative, high tech and agile environment where you are given the opportunity to innovate and grow. We are a modern IT Services company that is seeking creative and dedicated engineers to become part of a highly technical team committed to driving technological evolution for our clients.

Job Purpose

This role will be based in our Limerick office and requires a candidate who is highly motivated with a demonstrated ability to work under pressure by handling multiple tickets simultaneously, as well as learning new skills and procedures along the way. The role involves a high level of T1 helpdesk activities. The ideal candidate should be experienced in desktop support in an Active Directory environment and have experience with server administration, from setting up new users to adjusting permissions etc.

Duties & Responsibilities

- Answer the phones in the Call Centre and log the end users issues as tickets.
- Active Directory Administration (New users, Leavers, Password resets etc.)
- Basic Exchange and File Server Administration (New users, Leavers, Permission assignment etc.)
- Basic VMWare Administration.
- Knowledge of Terminal Server – the end user environment is RDS based.
- Thin Client, Desktop, laptop configuration and troubleshooting.
- Microsoft Office configuration and troubleshooting.
- Printer Configuration and troubleshooting.
- Network Patching and some experience with switching.
- Wide variety of applications being supported, this would require good troubleshooting skills, an interaction with 3rd party vendors.
- Good ticket administration is key in order to ensure SLAs are being accurately reported.

Qualifications & Experience

- Minimum of 1 years' hands-on experience as a desktop engineer / Server administrator. (Coming from a field engineer background would be an advantage).
- Technical Certifications MCP Certification would be an advantage.
- Knowledge and experience in Connectwise & Labtech would also be an advantage.
- Excellent Client facing skills.

This job description is a summary of the typical functions of the role, not an exhaustive or comprehensive list of possible role responsibilities, tasks and duties and is subject to review. The responsibilities, tasks and duties of the job holder might differ from those outlined in the job description and other duties, as assigned, might form part of the job.