

Tier 1 / Tier 2 Support Engineer

To pursue our mission of “helping clients achieve their greatest potential using the power of technology”, we are looking for an experienced **Tier 1 / Tier 2 Support Engineer** for our Limerick office.

This role will **report directly to the Helpdesk Manager** and requires an individual 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 an abundance of T1/T2 helpdesk activities. This person 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.

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 technicians to become part of a highly technical team committed to driving technological evolution for our clients.

Main Responsibilities

- 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 365 configuration and troubleshooting.
- Printer Configuration and troubleshooting.
- Basic knowledge of networking.
- Wide variety of applications being supported, this would require good troubleshooting skills and interaction with 3rd party vendors.
- Good ticket administration is key in order to ensure SLAs are being accurately reported.

Required Skills

- Minimum of 2 years' hands-on experience as a desktop engineer / Server administrator.
- Technical Certifications MCP Certification.
- Field engineer experience would be advantageous.
- Knowledge and experience in Connectwise & Labtech would be an advantage.
- Excellent written and verbal communication skills in English as this will be a customer-facing role.
- Demonstrate a proactive approach and ability to prioritise own workload.
- Self-motivated and enthusiastic.
- Willing to travel, if required.

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.