



Job Details

Reports to: Team Leader/Manager

Title: Desktop Support Analyst

Location: Eastpoint, Dublin

Duration: Permanent Role

About Virgin Media:

At Virgin Media, we've got a very different way of looking at the world - and it shows in what we're like as a place to work. We think work should be fun - because fun is what our customers demand from our services. So you'll be joining a bunch of people who are free-spirited, capable of coming up with their own ideas, and given free rein to put their talents to their best use. But besides being all about fun, we're also deadly serious when it comes to putting our customers first! Whether it's TV, mobile, home phone or super-fast broadband services, at Virgin Media Ireland we're 110% focused on making our customers lives easier, richer and a little bit more fun.

It's not a nine-to-five, clock in and tune out sort of place. And there's no corporate mask to put on at the door – you can just be yourself. We're hard working, but in it together. Creating something special. Because let's face it. If you don't love what you do, it's time to do something else. Join us.

About the Role:

- The Desktop Support Analyst will join the IT Team who are responsible for the implementation and support of all hardware & software solutions within Virgin Media.
- Coordinate and perform hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, implementing backups, and configuring systems and applications.
- Knowledge of installing, troubleshooting, repairing, and supporting network, server, computer, phone system, and printer hardware.
- Helping and extending support to the existing core IT team in their day to day functions
- Local and Remote Support on Desktop/Laptop to the users.
- Great opportunity to get exposure to a large range of systems and some of the latest technologies on the market.

Specific Tasks/ Duties:

- 2+ year experience working as a Desktop Support Engineer.
- Strong knowledge Windows 7 / 8.
- Experience in administration on Active Directory.
- Windows Server Administration. (File & Print etc.)
- PC / Laptop hardware configuration and troubleshooting.
- This role will require you to be client facing so you must be very comfortable working with senior stakeholders, and across all level of the business.

Nice to have:

- Systems Centre Configuration Manager – SCCM 2012 r2
- Citrix XenApp / Citrix XenDesktop would be very beneficial
- VMware ESXi / Hyper-V 2012 r2
- MS Exchange 2010/2013 and outlook
- MS Lync 2010/2013
- MS SharePoint 2010/2013
- Enterprise Anti-Virus and patch management.
- Mobile Device Management / Android, iOS, BES, AirWatch

The Person:

- The ability to communicate effectively and efficiently with the business while ascertaining the key impact/detail behind the issue/request.
- Respect for others, 'team player'. Resourceful and self-motivating, with the ability to learn on the job through colleagues & technical resources and likewise pass on learned techniques to others.
- First class problem solving skills with attention to detail.
- Ability to work in a fast paced environment and to tight deadlines.
- Must be able to follow established support processes and incident tracking guidelines
- Must be able to prioritize daily work schedule and respond to escalations as needed
- Methodical / Analytical approach to work.
- Excellent telephone manner, organisational and administration skills.
- Excellent communication skills both verbal and written.

Qualification & Experience:

- 3rd Level qualification related to Information Technology desirable
- 2 years minimum in a similar Technical support role
- Document management
- Exemplary performance record is essential
- ITIL experience would be beneficial

Join and you'll be part of the Virgin Media family. You can trust us to do the right thing by you. We're a great place to work – and we offer impressive benefits too. Get ready for a generous holiday allowance, contributory pension and of course, discounts on our fantastic mobile, broadband and cable.

Ready to TURN IT ON? Apply jobs@virginmedia.ie

Not your ideal job? Visit our career page to view all of our other open vacancies; <http://www.virginmedia.ie/careers>

Virgin Media is an equal opportunities employer. Having a diverse workforce is critical to the success of our business.