![Enterprise Ireland logo]

Title:	Assistant IT Specialist
Grade:	Level C
Department:	Business Process Improvement and IT
Reporting to:	IT Helpdesk Manager
Location:	East Point, Dublin
Job Reference:	**EI.170.25E**
Salary:	**Starting at €31,545**
Closing Date:	**Friday 19th December 2025**

Applicants must have employment eligibility to work in Ireland and be available to work in the Enterprise Ireland location specified for the role.

The Business Process Improvement & IT (BPI&IT) Department manages Enterprise Ireland's portfolio of information systems, databases, websites, and online client services as well as a global network infrastructure. The team works across the organisation on specific projects relating to procurement or development of processes and technology to support Enterprise Ireland's operational and strategic needs.

Role Purpose:

The Assistant IT Specialist role will be a key member of the IT Help Desk Operations Team within the BPI&IT Department which is responsible for providing 1st and 2nd line support to staff in the management, support and development of IT infrastructure across a network of 40 global office locations. The role of the Assistant IT Specialist primarily involves the logging, analysis, troubleshooting and resolving of technical issues that are reported to the IT Help Desk.

This is a developmental opportunity for a candidate who has an interest in pursuing a career in Information Technology. The successful candidate will have the opportunity to gain valuable experience working with an experienced team of IT professionals and will learn how to meet the challenge of working in fast paced working environment.

Key Deliverables

- Provide technical support on all IT infrastructure including laptops, tablets, mobile phones, printers, networks, audio / video devices and security. Along with the software required for the hardware to run, including Windows 10, Office 365 (Outlook, Word, Excel, PowerPoint, Teams), Adobe software suite, anti-virus programs and others.
- Problem solve technical issues by diagnosing and researching solutions and where appropriate guiding clients through taking corrective actions.
- Ensure help desk calls are resolved in an efficient and timely manner to meet current service level standards.
- Ensuring that ICT security policy and procedures are carried out as described in the resolution of support calls.
- Assist with the rollout and upgrades of IT hardware and software applications across all Enterprise Ireland offices.
- Assist with the maintaining and support of the Multi-Function Printer network.

- Ensure hardware and software assets are tracked in accordance with organisational procedures.
- Assist in the documentation of IT Help Desk Operations procedures and trouble-shooting steps.
- Get involved in projects to increase efficiency and effectiveness of IT Help Desk Operations.
- Contribute to the overall planning and delivery of IT Help Desk services.
- Assist in the preparation of tender documents for IT goods and services and the analysis of responses when required.
- Ability to work on one's own initiative and to work effectively in a team environment with a co-operative and flexible attitude to colleagues.

Functional Competencies (Key Skills & Knowledge)

- Successful completion of at least NFQ Level 5 – "Computer Systems and Networks" or similar ICT qualification within the last three years is essential.
  (https://qsearch.qqi.ie/WebPart/AwardDetails?awardCode=5M0536)
- Demonstrable experience of applying knowledge of IT hardware and software to perform successful trouble-shooting steps is essential.
- Good communication skills with excellent spoken and written English is essential.
- High degree of competency in current Microsoft Windows operating system coupled with a high-level proficiency of the Microsoft Office suite of products is essential.
- Evidence of an active interest in working with IT hardware and software is desirable.
- An understanding of the principals of ICT Security and what controls should be in place to protect organisational data is desirable.
- Experience in a customer facing role and an aptitude for engaging with people is desirable.
- An ability to manage and prioritise multiple tasks simultaneously.
- An ability to take on new projects and tasks as they arise, set goals, and deliver tasks on schedule.
- Ability to work on one's own initiative and to work effectively in a team environment with a co-operative and flexible attitude to colleagues.

Please Note:

The IT Help Desk Team supports an international office network in multiple locations and time zones; Flexibility and a willingness to work outside normal office hours when required is essential.

Enterprise Ireland Behavioural Competencies

Results Focused
The ability to remain outcome and results focused with regard to business priorities and organisational goals, monitoring progress and adjusting approach ensuring delivery against the appropriate timescales.

Innovation and Risk-Taking
Actively encourages new ideas, experimentation and measured risk-taking, while always being on the lookout for opportunities to continuously improve business processes and efficiencies within Enterprise Ireland and client organisations.

Problem Solving and Decision-Making
The ability to be decisive and take tough decisions about clients, people and costs to deliver sustainable results, using the analysis of information and situations to make logical and sound decisions.

Client Focused
The ability to provide an excellent client service focusing on client needs and building and maintaining effective personal and business relationships to advance clients' objectives and Enterprise Ireland strategy.

Communicating with Impact to Influence Others
Communicates in a manner that will persuade, convince and influence their own staff and others, both internally and externally, in order to motivate, inspire or encourage them to follow a particular course of action.

Teamworking
Co-operates with colleagues, shares information and respects the opinions and values of staff members. Understands the skills, experience and knowledge of staff members and maximises how these can be utilised to the benefit of the department, the organisation and the client.

Embracing & Leading Change
Understands the business agenda of Enterprise Ireland and embraces changes for area of responsibility and for external and internal clients.

Acting / Leading with Integrity
Lives the Enterprise Ireland purpose and values, acting genuinely and with integrity, in a manner that builds trust and engages and motivates others, placing the genuine needs of the client, the organisation, and staff ahead of personal agendas.

Networking
Establishes and maintains mutually beneficial relationships with colleagues and other networks for the purpose of sharing information.

Developing Yourself & Others
Creates an environment that enables others to excel in terms of job performance.

Salary Scale:
€31,545 to €58,019 per annum contributory superannuation
Rising to €61,817 by long service increments.

€30,253 to €55,266 per annum non-contributory superannuation
Rising to €58,836 by long service increments

Candidates should note that entry will be at the minimum of the relevant scale and the rate of remuneration may be adjusted from time to time in line with Government pay policy. Subject to satisfactory performance, increments may be payable in line with current Government Policy.

*Point of entry on this salary scale may differ from the minimum point of the scale if the successful candidate is a current public or civil servant. **

Application and Selection Process:

The selection process may include short-listing of candidates. The selection criteria will be based on the requirements of the position. It is therefore important that you provide a detailed and accurate account of where you believe your skills and experience meet the requirements for the position. This should be contained in a short document (maximum 2 pages) accompanying your CV.

Applicants should note that, for shortlisting purposes in particular, clear evidence of the functional competency requirements listed as essential in this specification must be demonstrated as part of your supporting document accompanying your CV.

To apply for the position, send a detailed CV and supporting document quoting reference number **EI.170.25E** to HRconnect@enterprise-ireland.com to be received **no later than Friday 2nd January 2026**

N.B. All correspondence will be acknowledged in writing by the HR Department within 3 working days. Applicants who do not receive an acknowledgement within 3 working days should contact HRconnect@enterprise-ireland.com

ISSUED BY THE HR DEPARTMENT, ENTERPRISE IRELAND ON FRIDAY 19th DECEMBER 2025

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