Graduate Programmes

Launch your career as you support Irish businesses on the global stage

Title	National Graduate, IT Help Desk Support Analyst
Department	Business Process Improvement & Information Technology (BPI & IT) Department
Role Purpose	This is a graduate placement position for an IT Help Desk Support Analyst within the IT Helpdesk & Infrastructure team of the Business Process Improvement & Information Technology (BPI & IT) Department of Enterprise Ireland
Placement Duration and Location	This is a fixed-term contract which will commence February 2026 to August 2027. Located in Enterprise Ireland's Headquarters in East Point Business Park, Clontarf, Dublin 3.

About Enterprise Ireland

Enterprise Ireland is the government organisation responsible for the development and growth of Irish enterprises in world markets. We work in partnership with Irish enterprises to help them start, grow, innovate, and win export sales on global markets. In this way, we support sustainable economic growth, regional development and secure employment.

Enterprise Ireland works with entrepreneurs and business people across the full business development spectrum - from early-stage entrepreneurs, to established business owners and large Irish multinational companies.

The Role

The Role of Business Process Improvement & Information Technology (BPI & IT) Department is as follows:
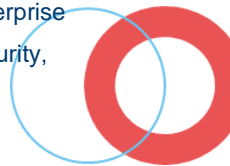
- Manage and support Enterprise Ireland's portfolio of Information Systems.
- Drive efficiencies and operational excellence across our core business operations, applying lean principles to business process management.
- Deliver and continuously develop web platforms including online client services.
- Develop technology platforms to support client engagement, knowledge sharing and collaboration.

Key Deliverables

The successful candidate will join the Helpdesk & Infrastructure team whose responsibilities include managing, developing and supporting a global network (850+users, 35+ sites) of computers, devices, servers, phone systems, security, disaster recovery and Help Desk support.

- Taking customer IT support requests to resolution while keeping customer up to date on progress and escalating when appropriate.
- Upgrading and replacing laptops with standard build and troubleshooting any issues that may arise. Laptop installations will take place at people's desk and over the phone.
- Ensuring software versions are kept current on all laptops.
- Maintaining MFD devices.
- Liaising with service providers.
- Ensuring IT security and other policies and processes are correctly followed.
- Supporting and mentoring other team members and acting as backup to other support analysts in the infrastructure team.
- Participating in various infrastructure projects as they arise.

During the placement, the successful candidate will become familiar with Enterprise Ireland's IT infrastructure including desktops, devices, servers, networks, security, business productivity software and cloud services.

Requirements

- Relevant 3rd Level qualification in Information Technology is essential.
- Good working knowledge and experience using and problem-solving some of the following:

  - Laptops, Tablets, mobile phones, printers, audio / video and other end-user systems.
  - Common end-user software such as Microsoft Windows, Microsoft Office 365 suite and security software.
  - Computer Security.
  - IT Infrastructure such as networks, servers and Active Directory.

- Some customer service experience is essential.
- Experience working in a technical support or Helpdesk role is desirable.
- Strong work ethic; self-starter & highly motivated. Ability to meet & exceed project deadlines & milestones.
- A Team Player with strong interpersonal and communication skills.
- Must be committed to self-development and be enthusiastic about acquiring new skills.
- We look for strong academic performance, a minimum of a (level NFQ Level 8) 2.2 degree is essential. You must have completed your degree between January 2023 to August 2025 is essential.
- Eligibility to work under an Irish contract of employment for the duration of the programme is essential.
- Salary: Year 1 €34,764|Year 2 €36,472

To apply for this position, please send your CV to: graduates@enterprise-ireland.com by Thursday, 22 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 graduates@enterprise-ireland.com.

ISSUED BY THE HR DEPARTMENT, ENTERPRISE IRELAND ON 08 JANUARY 2026

Enterprise Ireland is an equal opportunities employer

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