



Job Title: **IT Junior Systems Support**

Department: Information Systems

Reports to: Chief Information Officer

Days: 0900-1730

Job Purpose: **IT systems support**

Principal Responsibilities

- Service Desk management - dealing with customer queries and incidents in a timely, professional manner, whilst maintaining Service Level Agreements
- Assisting with the administration of the company Electronic Flight Bag solution

The role is based in Dublin but will entail a certain amount of European travel.

Technical Requirements

The company operates a predominately Microsoft based environment utilising some of the latest software platforms and applications on both servers and end-user devices.

The ideal candidate will therefore have experience or good working knowledge of the following:

- Windows Server 2012 implementation and administration skills
- Cloud solutions and virtualised server environments (Azure and Hyper-V an advantage)
- Active Directory, Group Policy
- Network protocols and concepts
- Exchange 2013, Skype for Business, SQL 2012, Office 365
- Microsoft System Centre Suite
- Windows 7/8/10
- AirWatch MDM



Personal Requirements

- A minimum of two years' experience within a corporate environment is essential
- Solid written and verbal communications skills in English
- Strong customer service focus
- A flexible team player, highly committed and self-motivated with good business acumen
- Be highly organised and efficient
- Enthusiastic about learning new technologies
- Shall maintain competence on the basis of continued education and training in their area of responsibility. The company will facilitate this process.

Working environment

The airline offers a bright modern office environment with ready access to all the facilities available within the town of Swords. Excellent public transport links including Swords Express make it an easy location to get to.

On-going technical training is available on all the applications in use within the organisation and all team members are encouraged to further their knowledge and keep abreast of developing technologies.

Closing date for written applications is 31st October 2017

If you would like to apply please forward your application to llittle@aslairlines.com