**Application & Infrastructure Support Specialist**

📍 **Location:** Dublin - Ireland
🕒 **Full-Time | Hybrid | Travel Required –** Driving license required
📢 **Reports to:** Application and Infrastructure Manager

**About the Role**

We’re looking for an Application Support & Infrastructure Support Specialist in Dublin, the role will be responsible for ensuring C&C Group has a robust and scalable IT Infrastructure that meets the needs of existing and future business, while maintaining standards and best practices set by Group I.T

**Key outputs**

* Install, manage, and support IT devices, telephony (laptops, desktops, mobile and fixed). Ensure devices are secure and compliant with IT company policies.
* Provide installation, management and technical support for all elements of the IT End Points. Test solutions so that they are fit for purpose and use.
* Provide 2nd line technical support, maintaining system uptime and minimising disruptions to guarantee the smooth running of manufacturing and warehouse operations.
* Maintain asset inventory of hardware within assigned territory where required.
* Comply with agreed processes and procedures for incident, service request and problem management.
* Identify and assist in the remediation of service impacting issues. Escalate incidents following predefined procedures where the resolution falls outside agreed service level agreement targets.
* Continuously collaborate with the IT Security team to ensure we have the appropriate infrastructure security policies and tools, identifying the threat landscape and removing threats and breaches from misuse, malicious activity or service failure.
* Travel to C&C group sites to support deskside support, change programs, maintenance, audit and BAU
* Ensuring a good understanding of current technology landscape and future direction of products / services being offered.
* To provide out-of-hours support when necessary and appropriate.

**Qualifications/Experience**

* Min 5 years’ experience supporting with Windows 10/11, Office 365, Active Directory, MS Teams, and SharePoint. DNS/DHCP, A/D Groups, NTFS & Share permissions.
* Good knowledge of triaging server and storage technologies, including Azure servers and Azure infrastructure, Windows operating systems, middleware and firmware, mail administration, Print solutions, LAN/WAN components and network management including IP telephony, IP routing, WiFi Technologies
* Knowledge of Android OS and mobile device management.
* Knowledge of cybersecurity, patching, and endpoint protection.
* Experience with unattended windows O/S build processes and imaging utilities.
* Experience with tools like ServiceNow and Autopilot.
* ITIL certification or experience in an ITIL environment is a plus (min V3 or V4 foundation).

**Core capabilities**

* Adaptability: Adjusts communication and work style to suit different situations and people.
* Approaches issues methodically, using data and logic to find effective solutions.
* Takes responsibility for tasks, learns from mistakes, and drives personal development.
* Embraces change and supports new systems, processes, and improvements.
* Foster strong relationships with key stakeholders and business partners.

**Functional**

* Understands the technology platform - networks, server (including virtualisation), telephony (mobile and fixed line), storage, desktop, database.
* Delivers excellent customer service
* Will work to resolve Incidents or other technical challenges in time for the business requirement and within the Service Level Agreement.
* Acts to support the IT and operational change processes and procedures

**Interfaces**

**Internal:**

* IT Service Team
* All Technology & Transformation teams, Cyber Team
* Users at all levels across the business, including depot and management staff

**External:**

* Software, hardware, and service providers
* Managed service partners
* IT consultants and implementation partners