**PLACEMENT ROLE PROFILE**

**Placement Title:** ICT operations assistant

**Department:** **SDC**

**Hours of work:** 30 Hours

**Starting date** Monday 9th of September(Flexible depending on circumstances)

**Duration** 9-12 Months

**PURPOSE OF THE PLACEMENT**

This role is to assist the IT department in all areas of the business. The successful candidate will provide a support role within the IT department, they will follow agreed procedures in receiving support requests, carry out necessary troubleshooting and feed information back to users.

**MAIN DUTIES AND RESPONSIBILITIES**

* Provide first line support via the IrishFA ICT helpdesk
* Demonstrate, install, and commission desk-top systems including upgrades.
* Provide technical support for events at the National Football Stadium and other venues across NI
* Laptop & Mobile setup & configuration
* Account creation and activation
* Network patch management
* Process & documentation recording
* Provide excellent customer service and support to users both internal and external via email, face-to-face, telephone, ticket logging system
* Troubleshooting desktop and system issues, diagnose and solve hardware/software problems including Windows Operating Systems and Microsoft Office Packages
* Asset hardware registration and documentation
* System provisioning, software installation, configuration and maintenance
* Any other duties commensurate with role and as required by Management.

**Note: In the interests of the efficient management of the Department, the duties described in the above job description will be reviewed periodically and may be subject to modification or amendment after consultation with the post holder.**

**PERSONNEL SPECIFICATION**

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|  | **Essential:** | **Desirable:** |
| **Education & qualifications** | * University Student in a relevant Discipline, required to complete a placement as part of their educational course. |  |

***The Irish Football Association is an equal opportunities employer and welcomes applications from all sections of the community.***

**Area of work**: Successful candidate will be based at the National Football Stadium at Windsor Park; successful candidate may be required to offer support at other sporting and event venues across NI.

**Benefits of the Placement** (whilst this placement opportunity is unpaid the role offers the following benefits.)

* Successful candidate will gain experience in a fast-paced sporting environment and have access to the latest cutting-edge Stadium technology. Official branded clothing will be provided.