



Support Helpdesk Analyst (Fixed Term Contract) Location: Dublin

Company Profile:

OpenSky a European challenger brand to the large global software consultancies, delivering innovation across Government, Transport, Environment and Health sectors in the Ireland and the UK.

Due to business growth, OpenSky has a new role for a Support Helpdesk Analyst on a two (2) year Fixed Term Contract in a Dublin based city centre location. You will be a key member of a high performing Support Team delivering on Government strategic projects.

Why Join our Team:

OpenSky is a dynamic, exciting place to work. We hire exceptional people, and every one of them is empowered to think independently, take initiative and be innovative in their job. We are committed to ensuring that our performance and reward strategies are designed to effectively support our employees at every opportunity and offers an excellent work-life balance.

At OpenSky our employees enjoy the creative, agile and meaningful work they do, the resources and technology they have access to and the benefits we offer. The projects we work on make a real difference, and that's what makes us distinct in our industry. This very factor means that our employees get to work with the latest and emerging technologies.

We've built a truly unique culture here at OpenSky, where our employees are always learning, challenged with interesting projects and rewarded with fantastic benefits. We attract talented individuals from a wide range of cultural, geographic and educational backgrounds whom bring with them a rich variety of skills and experiences.

Our plan is simple; we hire the best people whom possess the skills, talent, expertise, experience and motivation that we require and when we find them, we help them grow, develop and achieve their goals.

The values we share help us to thrive and succeed, both as individuals and as a team. If you share those values, you'll fit right in!

The Job:

Excellent two (2) year Fixed Term Contract opportunity for a 1st Level Support Helpdesk Analyst to work in a Dublin based city centre location.

The role requires a dynamic and enthusiastic individual to pro-actively manage customer reported issues to successful resolution with the relevant stakeholders. The ideal candidate will have excellent communication, organisational, interpersonal and negotiation skills, and have the ability to work both individually and as part of a team.

Responsibilities:

- Provide 1st level of support to customer
- Integrate with business users and gain familiarity with business processes
- Identify, evaluate and prioritize customer issues
- Ownership of ticket resolution process, i.e. assign issues to the correct owner or service provider and coordinate and track progress through to resolution
- Work closely with and liaise between developers and the customer to resolve issues
- Disseminate technical information from developers to non-technical business users
- Ensure prompt and appropriate response to customer and business queries, escalate issues as required
- Prepare monthly/weekly service reports
- Participate in monthly/weekly service meetings with the customer

Skills Required:

- Customer orientated professional
- Ability to work both individually and as part of a team in a fast-paced environment
- Excellent written and verbal communications are a must
- Excellent interpersonal and organisational skills with a strong focus on customer service and delivery
- Ability to effectively prioritise demands & effort to ensure expectations met
- Attention to detail and delivery focussed
- Strong technical aptitude
- Proficiency with standard web applications and MS Office applications
- Previous IT helpdesk experience highly desirable
- Highly organised with ability to multi-task, work to deadlines and deliver under pressure

Key Requirements:

- A 3rd level IT/Computer Science qualification – certificate, diploma or equivalent
- Excellent communication, customer service and interpersonal skills
- Good level of English, both spoken and written
- Ability to troubleshoot and attention to detail is essential
- Technical background advantageous

What we Offer:

You will form part of a high-performance team, working together to deliver projects of national and international importance changing the way large Business and Governments work.

- Competitive Salary – market adjusted
- Continuous Professional Development
- Education Assistance Programme
- Company Pension
- Employee Assistance Programme (EAP)
- Annual Health Screening
- Employee Referral Scheme
- Ethical Employer
- Friendly, fast paced atmosphere
- International working environment in a growing company
- Work with innovative technologies & solutions

Please note we do not require the assistance of third parties.

OpenSky Data Systems is an equal opportunities employer