

Vacancy Announcement

Job Title:	IT Support Engineer	Job Category:	IT
Department/Group:	Information Technology	Job Code:	MX202207ITNET
Location:	Monex HQ, Killarney, Ireland	Travel Required:	Occasionally
Level/Salary Range:	Negotiable on experience	Position Type:	Full-time
HR Contact:	careers@monexfs.com	Date posted:	July 25, 2022
Will Train Applicant(s):	Yes	Posting Expires:	August 31, 2022
External posting URL:	www.monexfs.com		
Internal posting URL:			

Applications Accepted By:

E-MAIL:

careers@monexfs.com

Subject Line:

Attention: MX202207ITNET – IT Support Engineer

MAIL:

Ms. Yvonne Ferris
 Monex Financial Services,
 Killarney Technology Park
 Killarney, Co. Kerry, Ireland

Job Description

ROLE AND RESPONSIBILITIES

- Provide technical support to end-users – Hardware, OS & Office Applications.
- Maintain Windows OS environment – Server OS & Clients, AD, Exchange – updates and patching.
- Maintain data backup processes & retention cycles including disaster recovery strategies.
- Liaise with third party service providers for some IT systems infrastructure components.
- Configuration of LAN & WAN networking with fault tolerance and secure communications.
- Virtual infrastructure management and administration.
- Assist in systems analysis, research, design and testing.
- Evaluating security practices, and maintain environment to required industry standard specification.

The candidate must have experience in the following:

- Management of a TCP/IP based network environment and understanding of the concepts
- A high degree of competency in Microsoft Windows Server and Exchange technologies.
- Must have very good verbal and written communication skills.
- User support across a large number of business critical applications.
- Development of formal systems maintenance and auditing procedures.
- Knowledge of networked storage would be an advantage

QUALIFICATIONS AND EDUCATION REQUIREMENTS

The ideal candidate should have a degree in Computer Science, Information Systems, Electrical Engineering or other equivalent experience. Certifications such as MCSE, CNE, MSP, CCNA, CCNP or similar certifications would be very advantageous.

PREFERRED SKILLS

- 1+ years’ experience managing a TCP/IP based network environment.
- Knowledge of virtualization products beneficial.
- Knowledge of cloud technologies (Azure, AWS) beneficial.
- Knowledge and experience of Windows Server, Active Directory, Exchange, SMTP Mail filtering.
- Experience of Enterprise class multi-stage backup solutions.
- Hardware set-up and support, both onsite and remotely.
- Strong troubleshooting / Fault Finding capabilities.
- Ability to interact with both internal and external customers in a professional manner.
- Be able to work in a highly pressurized and challenging environment.
- Ability to work on own initiative, set goals and deliver tasks on schedules.

ADDITIONAL NOTES

The successful candidate will demonstrate the ability to work effectively in a team environment.

Reviewed By:	Brian Kiely	Date:	July 21, 2022
Approved By:	HR	Date:	July 21, 2022
Last Updated By:	Brian Kiely	Date/Time:	July 21, 2022