IT Support & Field Technician

Location: Ennis, Co. Clare, (with travel throughout Ireland when required.)
Job Type: Full-time

We are looking for a practical, hands-on **IT Support & Field Technician** to join our IT team.

This is a varied role combining day-to-day IT support based at our Ennis office with some travel required to company locations across Ireland. You will support users, install and configure IT equipment, set up network infrastructure and help ensure our sites have reliable internet connectivity.

What you'll be doing

- Providing first-line IT support and troubleshooting hardware, software and Microsoft 365 issues.
- Configuring and deploying laptops, desktops, mobile devices, printers and other IT equipment.
- Installing and troubleshooting routers, switches, Wi-Fi access points, patch panels and other networking equipment.
- Supporting new-site IT setups, including networking and hardware installations.
- Carrying out CAT6/RJ45 termination, patching and basic network testing.
- Liaising with ISPs to identify the best broadband, fibre or wireless connectivity options for our sites.
- Coordinating ISP installations and resolving connectivity issues.
- Supporting Microsoft Intune, Entra ID and Microsoft 365 environments.
- Travelling when required to remote sites to provide onsite technical support and installations.

What we're looking for

- 2+ years' experience in IT Support, Field Support or a similar role.
- Good knowledge of Windows 11, Microsoft 365 and computer hardware.
- Practical networking knowledge including TCP/IP, DHCP, DNS, Wi-Fi, switches and routers.
- Experience installing or troubleshooting network equipment.
- Strong problem-solving and communication skills.

- Ability to work independently and manage multiple priorities.
- A full, clean Irish driving licence is essential.
- Experience with Microsoft Intune, Entra ID, TP-Link Omada, network cabling or ISP installations would be an advantage

- **So… What makes us different?**
- Why just have a job when you can have an experience? Why settle for a career when there's an exciting journey ahead? Bringing cutting edge, creative practices, our goal is to make a positive impact on everyone who works with us. We're here to share world-class employee experiences - so every day we create, innovate and collaborate. And if it's not fun, we're not doing it right!
- We reward high performance - 75% of our Leadership Team have been promoted from within our company. Realising and unleashing the potential within ensures our tribe of people are the linchpin to our success.
- Alongside highly competitive base salaries and market leading commission structure we also offer the following:
- **Wellbeing** - Up to 27 days' annual leave, with additional leave for those with 5+ and 10+ years' service. Plus, an additional day off for our birthday! We also have an active Sports and Social Club, from rugby trips, BBQs and Tapas Thursdays.
  Social Value – We offer up to 6 volunteer days a year & we also plant a tree for each new starter within the business.
  Reward - We offer a joint-contribution pension scheme. Also, we celebrate success through monthly Fun Fridays and our annual Summer Party.
  Health - Fully subsidised Healthcare scheme along with a suite of programmes across our wellness & diversity platform.
  Learning & Development - We tailor and develop specific training plans for your career progression. Access to World Class Sales Training
  Family - We also contribute to Paternity & Maternity leave.