

Job Title: Inhouse Managed Services Technician

About Us: Based in Boyle, Co. Roscommon, Trojan IT was founded in 1988 by Desmond McLoughlin.

Over the past 36 years, we have established ourselves as a leading provider of **Business Software Solutions, Managed IT Services, Security Solutions and Cloud Services**, serving clients nationwide.

Our team has expanded to 55 dedicated professionals across both software and hardware divisions, offering a comprehensive suite of Managed IT solutions tailored to meet the unique needs of each business.

At Trojan IT, our clients' needs are at the heart of everything we do. We strive to facilitate efficient, seamless operations, ensuring the ongoing success of our clients' businesses. Our commitment to excellence is evident in every aspect of our service.

The Role: The Inhouse Managed Services Technician is responsible for monitoring and managing the performance, security and availability of Customer IT systems alongside the handling of Managed Services support service requests, in a professional and timely manner.

This is an exciting opportunity to grow in your career with a forward-thinking company. We are looking for a team player and self-starter with initiative to help our customer base optimise their IT Infrastructure across both On-Premise and Cloud Environments.

Responsibilities:

- Administering our various Remote Monitoring & Management (RMM) platforms through service tickets, observing SLA agreements.
- Managing devices and updates across all monitored infrastructure.
- Identifying gaps and common occurrences in the environment that require attention and/or remediation.
- IT Support relating to technical issues involving Microsoft's core business applications and operating systems.
- Ensuring relevant Policies and Procedures are always adhered to.
- Maintain and update IT documentation and inventory.
- Communication with customers as required: keeping them informed of incident progress, notifying them of impending changes and agreed maintenance windows.



Additional Duties:

- Improve customer service, perception, and satisfaction.
- Fast turnaround of customer requests.
- Ability to work in a team and communicate effectively.
- Work with the Managed Services Team and Service Desk Dispatcher to ensure requests are routed to the proper resource where necessary, to be resolved quickly and efficiently.
- Escalate service requests that require Senior Engineer level support.
- Maintain a clean and tidy work environment.
- Enter all work as service tickets in our PSA system (Training will be provided).

Knowledge, Skills, and/or Abilities Required:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Good working knowledge of Workstations, Servers, Routers, Firewalls, LAN/WAN connectivity and ability to provide technical support on them.
- Good understanding of support tools, techniques, and how technology is used to provide IT services.
- Utilization of Monitoring Tools.
- Self-motivated with the ability to work in a fast-moving environment.
- BSc, preferably in Computer Systems & Networking, or related experience.
- Microsoft Certification preferred but not required.

Benefits:

- A competitive salary.



- 24 days annual leave plus Good Friday.
- Employer Pension Scheme.
- Performance based incentives inc. Microsoft Certifications.
- Full on the job training & support.
- Options for hybrid remote working after probationary period.
- Fun working environment and culture.
- Well-established, people focused company with a friendly and supportive team.

The Ideal Candidate will have:

- Interpersonal skills: such as telephony skills, communication skills, active listening, and customer-care.
- Diagnosis skills of technical issues.
- Technical awareness: ability to match resources to technical issues appropriately.
- Full clean driving licence. (Not essential but would be welcome).

Apply Now

