

### **Marino Institute of Education (MIE)**

Inspired by the Christian vision, Marino Institute of Education (MIE) is a teaching, learning and research community committed to promoting inclusion and excellence in education. MIE is an associated college of Trinity College Dublin, The University of Dublin and offers undergraduate and postgraduate programmes in education, including initial teacher education programmes.

The Governing Body invites applications from suitably qualified persons for the position of

### **End User Support Specialist – 12-month, Fixed Term Contract**

#### **GENERAL JOB DESCRIPTION**

#### **Duties and General Terms & Conditions of Employment**

## **1 CANDIDATE PROFILE AND SCOPE OF THE POSITION**

Marino Institute of Education (MIE) wishes to appoint an **End User Support Specialist** on a fixed term contractual basis, for not more than 12 months. This is an IT Support position in Marino Institute of Education with responsibility for support of a range of technology solutions used in MIE.

**Essential Qualifications & Skills** (i.e. those, without which, a candidate would not be able to do the job. Applications that have not clearly demonstrated that candidates possess the essential requirements will not be shortlisted):

In order to be considered for this post, applicants will require:

- Third level qualification in IT or Computer Science degree is a requirement.
- At least 2 year's experience in a similar position, and/or in a similar education environment.
- An ability and willingness to learn and support new systems and applications.
- Strong organisational, project management and interpersonal skills.
- An ability to act on your own initiative to ensure problems are resolved in a timely manner.
- Microsoft 365 Certification.

**Experience in the following systems would be advantageous:**

- Microsoft 365 Administration
- Cloud based operating systems
- Hyper V
- MS Azure, Teams Voice, Identity
- Symantec Endpoint Protection (SEP)
- Veeam Backup and Replication
- Website CMS type systems
- Networking and Access point configuration.
- Password Management for staff and students
- Cylance Protection.

#### Desirable Criteria

- a) Inniúlacht sa Ghaeilge

**Candidates must clearly indicate in their applications how they meet each of these pre-requisites.**

## **2. JOB DESCRIPTION**

### **Reporting Relationship**

The appointee is required to carry out the duties attached to the post, under the general direction of the Director of IT & eLearning to whom she/he reports, and to whom he/she is responsible for the performance of these duties in the first instance. The appointee will report through the Director of IT & eLearning to the Institute President and/or such other MIE officers as the President may designate from time to time.

The reporting relationship may be subject to periodic review, in line with service needs and developments in the Institute.

### **Duties and Responsibilities**

The duties of this role include, but are not limited, to the following:

#### **Support Specialist:**

- Work as a member of the IT & eLearning team, ensuring **all** types of technology queries are dealt with in a timely and professional manner.
- Troubleshoot, diagnose and solve hardware and software problems, across campus, for all stakeholders, including staff and students.
- Support all members of the campus community, in their use of technology, for educational and business purposes.
- Obtain and install all necessary hardware and software upgrades to ensure that the ICT infrastructure is capable of meeting the needs of the Institute, as required.
- Monitor Anti-virus (SEP) and Anti-malware (Cylance) software, in a timely fashion.
- Support audio visual requirements of various MIE events on campus.

- Support lecturing requirements intra day, in a timely fashion, during term time.
- Assist with IT Induction for the various stakeholders in the Institute.
- Assist with CMS used for Website maintenance.
- Assist with networking and network configuration.
- Take action when needed to resolve matters, in a timely manner, especially during term time when staff and students need different, more immediate, types of support.
- Support a wider Microsoft 365 project for all staff and students, including MS Azure, Entra ID and Power BI tools.
- This role primarily involves desk side support, and is not a remote support role.

It should be noted that in each work area/department within the Institute, the appointee must work as part of a team. Although duties pertaining to the post are broadly defined under the various headings as listed, the list of duties is not exhaustive. The appointee will be required to function in a flexible and collegial manner. MIE retains the right to assign new duties and/or to re-assign staff to other areas of the Institute, in response to service needs.

### **3. APPLICATION, SELECTION PROCESS AND OTHER GENERAL INFORMATION.**

#### **Method of Selection for Recommendation**

A shortlisting of applicants will occur which will be based on the applicant's qualifications, suitability and relevant work experience as detailed in the application. It is the responsibility of the applicant to ensure that all relevant information is included in their application and that they clearly identify how they meet the specified candidate criteria.

Interview will be by interview panel consisting of not fewer than 3 persons, and will comprise of the most suitable and qualified people to assess applicants in the discipline. All appointments to employment at MIE are made by the Governing Body. The interview panel's recommendations for appointment of successful applicants for all posts will be submitted to the MIE Governing Body for their consideration and decision.

A panel may be created from which fixed term contract appointments for this position may be filled during the life of the panel. The panel will cease to exist 12 months from its formation date, which will be the date of initial interview.

Candidates must produce satisfactory documentary evidence of all training and experience claimed by them, if required.

#### **Probationary Period**

The appointment is subject to satisfactory completion of the standard 6 month probationary period. Absences during the period of probation will extend the probationary period. Performance and conduct during the probationary period will be monitored through a process of assessment meetings. Termination of employment during the probationary period will be at the discretion of the Institute. An abridged version of the disciplinary procedure will apply to employees on probation.

### **Garda Vetting**

All successful applicants may be required to participate in Garda vetting. Specific instruction on this process will be given at the appropriate time. Applicants who do not comply with the Institute's requirements in this regard will be excluded from consideration for appointment.

### **Salary**

The current annual salary scale; €41,500 to €56,278.

### **Making of Applications**

Application by Cover letter and CV only (no special application forms are supplied), preferably by email to [careers@mie.ie](mailto:careers@mie.ie) or by post to:

The Human Resources Office  
Marino Institute of Education  
Griffith Avenue  
Dublin 9.

**Completed applications must be received by 4pm Monday 7<sup>th</sup> July 2025. Late applications will not be accepted.**

The Institute will not be responsible for any expenses, including travelling expenses, which candidates may incur in connection with their candidature.

*The Marino Institute of Education is an equal opportunities employer.*