

JOB VACANCY ANNOUNCEMENT

IT Support Assistant – Two (2) Positions

About the Position

PHAETHON Centre of Excellence is seeking to recruit **two (2) IT Support Assistants** to support the day-to-day operation of the Centre's IT systems and services.

The successful candidates will provide first-level technical support to PHAETHON employees and assist with computer hardware and software, Microsoft 365 services, user accounts, specialised research software and basic network support.

The positions provide an opportunity for undergraduate or postgraduate students in IT-related fields to gain practical experience in a research and technology-oriented working environment.

Reporting

The IT Support Assistants will report to the **Senior Assistant IT Officer**.

Key Responsibilities

The successful candidates will:

- Provide first-level troubleshooting for hardware and software issues.
- Install, configure and update software and computer systems.
- Support specialised software used in PHAETHON's research activities.
- Assist with software license management and the AppsAnywhere platform.
- Support user account administration, password resets and MFA-related issues.
- Provide support for Microsoft 365 services, including Teams and OneDrive.
- Assist with wired and wireless network connectivity and network-point activation.
- Support IT equipment and users across PHAETHON's laboratories and offices.
- Provide other related IT support as required.

Required Qualifications

Candidates must:

- Be currently enrolled as an undergraduate or postgraduate student in the **Department of Computer Science** or the **Department of Electrical and Computer Engineering**.
- Have knowledge of Windows 11 and/or Linux environments.
- Have basic knowledge of hardware and software troubleshooting.
- Have basic networking knowledge.
- Be familiar with Microsoft 365 applications and services.
- Have a good command of the English language.

Preferred Qualifications

The following will be considered an advantage:

- Previous experience in IT or end-user support.
- Experience with Windows 11 and Linux administration and troubleshooting.
- Experience with Microsoft 365 administration or support.
- Experience with network configuration and troubleshooting.

Key Competencies

- Technical aptitude and problem-solving.
- Good communication and interpersonal skills.
- Attention to detail.
- Teamwork.
- Ability to work independently.
- Willingness and ability to learn new technologies.

Employment Conditions

Employment Type: Part-time, fixed-term employment

Working Hours: Each IT Support Assistant will work **10 hours per week**. Working hours will be scheduled in consultation with the IT team and in accordance with operational requirements and the student's academic commitments.

Work Location: PHAETHON Centre of Excellence premises, including laboratories and offices within the Engineering School premises

Remuneration: Gross remuneration: €6.80 per hour

Application Submission

Interested candidates should submit:

- Curriculum Vitae (CV).
- Evidence of current undergraduate or postgraduate student status.
- Copies of relevant academic qualifications/certificates, where applicable.
- Any other supporting documentation relevant to the position.

Application Deadline: 30/10/2026