IT Internship

Cumann Lúthchleas Gael is Ireland's leading sporting and cultural organisation with membership approaching one million people and in excess of 500,000 playing participants at all levels. Inspired by its amateur status and supported by the voluntary efforts of all its members, the GAA devotes its entire resources to the development of Gaelic Games and Culture nationally and in local communities.

We are now seeking suitable applications for a 6 month internship within our Information Technology Department based in Croke Park. The intern will assist with the support, maintenance and development of the technology infrastructure within the GAA and Croke Park Stadium, whilst developing his/her technical and customer service skills as part of a progressive, service-driven team.

Responsibilities shall include:

- Setting up of laptops/projectors/phones for in house meetings. Providing assistance to the conferencing centre in this regard for external meetings when required.
- End User support for PCs, Printers, standard MS Operating system, MS Office, Office 365 and other Group Applications, services and file shares etc.;
- Administration of Active Directory of the Association's network;
- Talking staff or clients through a series of actions, either face to face or over the telephone to help set up systems or resolve issues;
- Troubleshooting system and network problems and diagnosing and solving hardware or software faults;
- Leverage and support the largest Cisco HD WiFi installation in Ireland;
- Prioritizing and responding to issues within agreed time limits;
- Installation and maintenance of hardware including PC's, laptops and printers;
- Participating in, and taking ownership of, assigned projects and tasks;
- Documentation of all tasks and processes undertaken;
- Working continuously on a task until completion (or referral to third parties, if appropriate);
- Escalate items to more senior colleagues as needed;

Learning & Development Opportunities:

- Advance IP network knowledge by gaining hands on experience with industry leading Cisco equipment and receiving training in relation to same;
- Further Microsoft skills through the administration and support of Office 365 and Windows 10 and Server environments;
- Enhance teamwork skills by working as part of a dynamic team and liaising closely with external service providers and contractors;
- Gain experience of practical application of technologies in a work setting and gain insight into how technology can be utilised effectively in a large sporting organization;
- Enhance customer service and interpersonal skills through liaising directly with end-users and providing excellent quality service.
- Enhance problem solving and troubleshooting skills by gaining practical experience in the investigation of reported IT issues and delivery of appropriate solutions.

Essential Criteria:

- Possess a third level qualification in IT or related area or be currently studying towards such a qualification;
- Knowledge of IT software, hardware and systems;
- Strong analytical, problem solving and troubleshooting skills;

- Excellent communication (written and verbal) and organisational skills;
- Knowledge of, and interest in, the GAA and Croke Park;
- Attention to detail;
- Strong teamwork skills with a demonstrable ability to act on own initiative;
- Administration and reporting skills.

Desirable Criteria:

- Experience of working in a customer facing role.
- Knowledge of TCP/IP Networking;
- Knowledge of Microsoft Operating Systems (Windows 7/10) and Office 365.

Candidates interested in the above role can apply by submitting an up to date cover letter and Curriculum Vitae by email to jobapplications@gaa.ie **by 3pm on Wednesday, 22nd May 2019.**

The GAA is an equal opportunities employer