Job Description

# Introduction:

Blackrock Health is Ireland’s leading Healthcare Provider. Blackrock Health’s IT teams support critical applications and infrastructure in modern hi-tech hospitals across Dublin. The IT department provides technical support via its service helpdesk.

Our Blackrock and Hermitage Clinics require a self-starting Digital Health intern to work within our ICT departments as they continue to develop the digital services available to Blackrock Clinic’s staff, consultants and patients. They will work both in a support environment in a busy Hospital setting as well as be involved in a number of ongoing projects as Blackrock Health develops its digital solutions.

# Job Description:

Key responsibilities include:

* Serve as the first point of contact for end users seeking technical assistance, ensuring a positive and professional interaction.
* Respond to support requests in a timely manner, following established processes and service level agreements (SLAs).
* Troubleshoot and diagnose software, hardware, and network-related issues reported by end users.
* Provide remote assistance to users by guiding them through troubleshooting steps, identifying solutions, or escalating complex problems to Level 2 or 3 support teams.
* Document all support activities, including issue details, troubleshooting steps, and resolutions, in the ticketing system or knowledge base.
* Collaborate with other members of the IT team to resolve technical problems, escalate issues when necessary, and ensure timely resolution of user requests.
* Gather functional requirements from organisational wide stakeholders
* Develop Web and Sharepoint solutions such as internal websites based on agreed user stories focused on producing prototypes for review with the organisation
* Extending SharePoint functionality with forms, web parts, and application technologies.
* Reviewing website interface and software stability.
* Maintaining and updating SharePoint applications and facilitating handover to the wider organisation.
* Work collaboratively with technical teams to ensure adherence to technical standards and Blackrock architectural principles
* Facilitate demonstrations to wider organisation for feedback and future release requirements gathering
* Training end users in the use of tools to manage ongoing content and configuration updates

# Key Requirements for Role:

## Essential:

* Working towards Bachelor’s degree in computer science or software engineering or similar discipline
* Self-starter with a passion for quickly learning and implementing new concepts
* Leadership and collaborative interpersonal skills to engage and motivate team members
* Strong relationship building and communications skills with ability to present ideas and concepts coherently to senior stakeholders
* Ability to own and manage content with responsibility for ensuring it is up to date
* Excellent written and verbal communication skills
* Detail oriented with good organisational skills (organising meetings/calls and coordinating activities)
* Proactive approach to handling issues, risks, dependencies and escalations
* Excellent organisational skills with the ability to prioritise tasks, work with schedules, manage resources while remaining focused on team goals
* Strong relationship building and interpersonal abilities
* Proven ability to be proactive, suggest new ideas and to drive tasks to completion

## Desirable:

* Customer service experience
* Troubleshooting and end user support experience
* Calm under pressure
* Familiarity with Active Directory policy and Group Policy Object (GPO) setup
* Familiarity with wider Microsoft platform (Power Apps, Power Platform, Dynamics)
* High-level coding skills
* Ability to solve complex software issues.
* Experience of requirements gathering
* Previous demonstratable experience of SharePoint and Web development
* Knowledge of Healthcare sector and Digital Health services

Blackrock Health, including the Blackrock Clinic, is implementing significant digital transformations in healthcare IT. They have invested €25 million into upgrading their technology infrastructure, particularly focusing on the adoption of the **MEDITECH Expanse** Electronic Health Record (EHR) system. This advanced system integrates patient data across facilities, streamlining clinical care and improving administrative efficiency. The system also supports Ireland’s first integrated digital engagement platform, enhancing communication between patients, consultants, and GPs

For IT support roles like the Digital Health internship, understanding how MEDITECH Expanse operates in healthcare and its benefits for workflow and patient care is crucial. Familiarity with EHRs, data security in healthcare, and how IT systems like Active Directory or SharePoint contribute to operational efficiency could be advantageous. Additionally, Blackrock Health values a proactive approach to handling IT challenges and improving user experience

Blackrock Clinic, located in south Dublin, is known for its advanced cardiac and orthopaedic care. This hospital also offers a range of services in areas such as neurology, oncology, and gastroenterology. We also provide state-of-the-art diagnostic and imaging facilities in this location. We have over 150 consultants who work at Blackrock Clinic, and provide access to the latest medical technologies.