# 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.

# Our Values

## Patients First

The needs and safety of our patients come first, always, and in every decision we make.

## Innovation

We foster an environment that encourages small and large changes to transform the care we give.

## Excellence

We deliver the best access, clinical outcomes and unparalleled care through the dedicated effort of every team member.

## Dignity

We treat patients and their loved ones with compassion and empathy; treating them as we would like to be treated ourselves.

## Sustainability

We are committed to addressing the environmental impact of our services in order to safeguard our communities.

## Integrity

We work to the highest personal, professional and ethical standards, worthy of the trust our patients place in us.

Collaboration

We are better when we work together, in our teams, and with our healthcare partners.

# Questions to ask

What project management methodology do you follow? (Jordan Says waterfall)

**Essential Requirements vs. My CV**

**1. Working towards a bachelor’s degree in computer science or software engineering or similar discipline**

✅ **Matched:**

* You are pursuing a BSc (Honours) in Computing at the National College of Ireland (2023–2026).

**2. Self-starter with a passion for quickly learning and implementing new concepts**

✅ **Matched:**

* Created a full-stack event discovery website, demonstrating self-motivation and the ability to learn and implement web development concepts independently.
* Your leadership roles (e.g., Class Representative, Student Leader) show initiative and adaptability.

**3. Leadership and collaborative interpersonal skills to engage and motivate team members**

✅ **Matched:**

* Leadership as head of the Esports and Gaming Society.
* Collaboration skills as Class Representative, advocating for peers and liaising with faculty.
* Student Council involvement demonstrates motivating and engaging team dynamics.

**4. Strong relationship-building and communication skills; ability to present ideas to senior stakeholders**

✅ **Matched:**

* Public speaking experience during open-day campus tours.
* Orientation facilitation as a Student Leader, with praise for presentation skills.
* Bridging communication between students and faculty as Class Representative.

**5. Ability to own and manage content with responsibility for ensuring it is up to date**

✅ **Matched:**

* Managed events and budgets for the Esports and Gaming Society, ensuring successful outcomes.
* Your full-stack project shows responsibility for maintaining secure, functional systems.

**6. Excellent written and verbal communication skills**

✅ **Matched:**

* Demonstrated through roles like campus tour guide and Class Representative.
* Your CV itself is well-structured, showcasing attention to detail and written communication.

**7. Detail-oriented with good organisational skills (organising meetings/calls and coordinating activities)**

✅ **Matched:**

* Organised events and budgeted for society activities.
* Facilitated orientation sessions for incoming students.

**8. Proactive approach to handling issues, risks, dependencies, and escalations**

✅ **Matched:**

* As Class Representative, you identified student concerns and escalated them to faculty for resolution.
* Leadership roles imply a proactive mindset in tackling challenges.

**9. Excellent organisational skills with ability to prioritise tasks, work with schedules, manage resources while remaining focused on team goals**

✅ **Matched:**

* Managed multiple commitments (academic, societies, council) while excelling academically.
* Society leadership demonstrates time management and focus on team outcomes.

**10. Strong relationship-building and interpersonal abilities**

✅ **Matched:**

* Built rapport with students, faculty, and stakeholders in various roles.
* Created a strong community spirit in society and student council settings.

**11. Proven ability to be proactive, suggest new ideas, and drive tasks to completion**

✅ **Matched:**

* Took initiative to lead new society events and represent peers in the Student Council.
* Your project work demonstrates innovation and follow-through.

**Summary**

Your CV addresses **all essential requirements**, showcasing strong academic background, leadership, proactive attitude, and excellent interpersonal skills.

**1. Leadership and Collaboration**

**Q: Tell us about a time you demonstrated leadership skills.**

**Situation:**  
As the head of the Esports and Gaming Society at the National College of Ireland, I noticed that members were not engaging actively with our events.

**Task:**  
My goal was to reinvigorate the society by creating engaging events and fostering a sense of community among members.

**Action:**  
I organized gaming tournaments and social nights, personally inviting less active members to participate. I worked with the team to ensure a smooth flow of events and managed the budget effectively to fund prizes and refreshments.

**Result:**  
Attendance at our events doubled within a semester, and we received positive feedback from members about the improved sense of community. The society became one of the most active on campus.

**2. Organisational Skills**

**Q: Can you describe a time you successfully managed multiple tasks?**

**Situation:**  
During my second year at the National College of Ireland, I was juggling coursework, responsibilities as a Class Representative, and my role on the Student Council.

**Task:**  
I needed to meet tight academic deadlines, attend council meetings, and represent my class’s concerns to the faculty—all without compromising quality.

**Action:**  
I created a detailed schedule to allocate time for study, meetings, and follow-ups. I prioritized tasks by urgency and importance and maintained open communication with my peers to gather feedback efficiently.

**Result:**  
I successfully managed all responsibilities, maintaining a strong academic performance while making meaningful contributions as a representative. My organisational efforts earned recognition from both faculty and students.

**3. Proactive Problem Solving**

**Q: Give an example of a time you identified and resolved an issue.**

**Situation:**  
During orientation as a Student Leader, a group of international students expressed confusion about accessing campus facilities and using student portals.

**Task:**  
I was responsible for ensuring that all new students had the information they needed to settle in smoothly.

**Action:**  
I created a step-by-step guide for accessing facilities and using the portal, which I distributed to the students. I also hosted an additional Q&A session for anyone with specific concerns.

**Result:**  
Students reported feeling more confident and better prepared, and I received positive feedback from my supervisor for taking the initiative to address the issue promptly.

**4. Communication Skills**

**Q: Tell us about a time you had to explain something complex to someone.**

**Situation:**  
As part of my software development course, I was leading a team project where some members had difficulty understanding Git version control.

**Task:**  
I needed to explain the concept and ensure the entire team could use Git effectively for collaboration.

**Action:**  
I created a simple guide with screenshots and held a short workshop to demonstrate key commands. I encouraged questions and provided one-on-one support for anyone who needed extra help.

**Result:**  
By the end of the session, everyone felt confident using Git. This improved our collaboration, and we completed the project on time with seamless version control.

**5. Attention to Detail**

**Q: Describe a time when attention to detail made a difference.**

**Situation:**  
While developing a map-based event discovery website for a personal project, I noticed inconsistencies in the way user data was being stored and retrieved.

**Task:**  
I needed to identify and resolve the issue to ensure data security and a seamless user experience.

**Action:**  
I conducted a thorough review of my code and discovered a flaw in how session data was being encoded. I corrected the encoding process and added validation checks to prevent similar issues in the future.

**Result:**  
The website functioned as intended, and I gained valuable experience in debugging and data security best practices.

**6. Initiative and Creativity**

**Q: Share an example of when you suggested and implemented a new idea.**

**Situation:**  
As a Student Leader, I noticed that some international students struggled with socializing during orientation week.

**Task:**  
I wanted to create an environment where students could form connections more easily.

**Action:**  
I proposed and organized a "Cultural Exchange" event where students could share food, music, and stories from their home countries. I worked with the administration to secure a budget and promoted the event on social media and in person.

**Result:**  
The event was a huge success, with over 50 attendees. Many students said it was the highlight of their orientation, and several friendships were formed.