Enclude: Helpdesk Support Specialist (https://www.activelink.ie/node/115852)

enclude

Enclude are recruiting a Helpdesk Support Specialist to join our excellent Membership Services team!

About Enclude

Enclude helps fellow charities deliver greater impact in their work. We do this by delivering solutions that transform the way charities work, enabling them to spend less time on admin and reporting, and more time focused on service delivery and development.

Since 2006, we have worked with the sector, government bodies and technology partners to deliver access to donated and discounted software, as well as tailored CRM and Cloud Accounting solutions.

As part of our Membership Services, we provide helpdesk support to our Salesforce CRM clients 9 to 5, five days a week. Our clients have in-house System Administrators who act as the first level support for system users within their organisations. Internal client system administrators escalate support requests to our Helpdesk.

Learn more about us at www.enclude.ie (http://www.enclude.ie)

About The Role

You will be working with our Membership Services team to provide a high-quality, responsive and effective support service to our clients. A key aspect of the role will be assisting our non-profit clients to get improved utilisation and benefits from their CRM solutions.

We are looking for someone who has an aptitude for technology solutions, a strong customer service orientation and excellent communication and administration skills.

The successful candidate will work as part of a supportive team, with great opportunities for learning and development and report into the Head of Membership Services.

It's a full-time role, with an initial 2-year contract. You'll be working on a hybrid basis, attending the office a minimum of 3 days a week.

Key Tasks and Responsibilities:

- Providing problem resolution to support requests. Work directly with the client to understand the problem. Provide accurate solutions to user problems to maximise CRM database utilisation
- Remotely deliver solutions. On-site support may be required from time to time.
- Take ownership of service requests from clients and ensure timely and satisfactory resolution of problem
- Escalate internally when required according to defined escalation paths
- Contribute to the enhancement and development of quality support methods and communication
- Research, resolve, and respond to questions received in a timely manner, in accordance with current standards and set targets; Communicate with customers through various means (oral, written, electronic) to remotely resolve client problem
- Verify resolution of problem with the client; Record information into the Salesforce support Case tracking system
- Document, verify and make appropriate corrections to the case records and client profile; Ensure thorough documentation of problem description and all subsequent activity; Write knowledge articles based on lessons learned in resolving client issues

- Contribute as a team member; Participate in team meetings and activities; Participate in objective setting, performance and service improvement
- Participate in special projects as assigned to continuously improve processes, tools, systems and organisation;
- Maintain technical knowledge and expertise associated with the solutions platforms
- Support less experienced colleagues on the helpdesk through joint working, monitoring, direct feedback and knowledge sharing; Follow all training courses according to provided timelines.
- Promote and support strong client relationships

Requirements

- A suitable qualification in Information Technology, Computer Science or related discipline
- Demonstrated technical skills (either a degree in a relevant subject or the equivalent on the job experience), and the ability to learn quickly
- Strong conceptual understanding of data structures and CRM system configurations
- 1+ years of experience with CRM systems (preferably Salesforce)
- Excellent IT literacy and attention to detail
- Excellent verbal and written communication skills, including the ability to explain technical issues to non-technical audiences
- Highly proficient in spoken and written English
- Excellent problem-solving, listening and questioning skills
- Excellent interpersonal skills and ability to connect with system users in a wide variety of roles and with varied technical skills
- Highly organised, good time management skills, with ability to handle multiple tasks with excellent attention to detail
- Ability to work as part of a team
- An interest in and commitment to the ethos and work of Enclude.

Desirable

- Experience with delivery of training would be an advantage
- Salesforce Administrator or developer certification would be an advantage
- Experience of administering a Salesforce System would be an advantage
- Experience of Java programming, JavaScript and HTML would be an advantage
- Familiarity with database design concepts would be an advantage

To Apply

Applications for the position may be made by sending a CV with cover letter clearly demonstrating relevant experience and suitability for the role to info@enclude.ie (mailto:info@enclude.ie) . Shortlisting of applicants will be based upon the submitted CV and cover letter.

Please Note

- The closing date for applications is 23rd June 2025.
- First round interviews are scheduled for the week of 30th June.
- Salary is dependent upon experience.
- Applicants must be authorised to work in Ireland.

Region
Dublin 7 / Hybrid

Date Entered/Updated
27th May, 2025

Expiry Date
23rd Jun, 2025

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