Become involved in a pioneering European digital health research initiative, contributing from architectural design to practical implementation

Post Title: Technical Support Specialist and Software Tester for pioneering research project
Post Duration: 30th November 2025
Salary Scale: €41,209 - €53,091
Location: ADAPT Centre, Trinity College Dublin
Reports to: Chief Technology Officer

We are looking for an experienced, technical support specialist and software tester to join our dynamic technical team within a larger green field project team focused on health research. As a key member of our technical support group, you will play a vital role in ensuring the smooth functioning of our software products and providing top-notch assistance to our clients. As a Software Tester, you will be responsible for ensuring the quality and reliability of our software products through thorough testing and validation processes. Your role will involve designing and executing test cases, identifying defects, and collaborating with the development team to ensure high-quality software releases. Recognising that continuous learning is an ever-evolving process, your proactive approach will significantly enhance your effectiveness in this role within our specialized research project.

Join our team at Precision ALS, a ground-breaking program that unites Clinicians, Computer Scientists, Information Engineers, Technologists, and Data Scientists in a collaborative effort. As a Precision ALS Technical support specialist and software tester, you will be an integral part of a green field project that aims to revolutionize clinical research in ALS across Europe. This unique initiative provides an innovative and interactive platform leveraging artificial intelligence (AI) to analyse extensive datasets, contributing to advancements in precision medicine.

Key Responsibilities
Technical Support
Customer Assistance:
- Provide prompt and courteous technical support to end-users via various channels, via email and virtual calls.
- Guide users through troubleshooting processes to resolve technical issues effectively.

Issue Resolution:
- Identify, troubleshoot, and escalate technical issues, as necessary.
- Collaborate with internal teams to ensure timely resolution and customer satisfaction.

Documentation:
- Maintain detailed records of customer interactions, technical issues, and solutions.
- Contribute to the development and updating of support documentation.

Product Knowledge:
- Develop and maintain a deep understanding of the project systems, applications and services.
- Stay informed about systems, application updates and new features.

Continuous Improvement:
- Provide feedback on common end user issues to contribute to continuous improvement in quality.
- Identify opportunities for process enhancements to streamline support services.

Training and Education:
- Assist in creating training materials for end-users.
- Participate in internal training sessions to stay updated on new features and improvements.
Software Tester

Test Planning:
- Collaborate with stakeholders to understand project requirements and design comprehensive test plans.
- Develop and maintain test cases, scripts, and test data.

Test Execution:
- Execute manual and/or automated test cases to validate software functionality.
- Identify, document, and track software defects, and collaborate closely with developers to resolve issues.

Regression Testing:
- Perform regression testing to ensure that new features or enhancements do not adversely affect existing functionality.

Collaboration:
- Work closely with the development team to understand software changes and updates.
- Participate in cross-functional meetings to discuss project progress and quality assurance metrics.

Automation:
- Contribute to the development and maintenance of automated test scripts to improve testing efficiency.

Documentation:
- Create and maintain documentation related to testing processes, procedures, and results.

Desirable Skills

Technical Proficiency:
- Solid understanding of software and hardware components to effectively troubleshoot technical issues.
- Familiarity with operating systems (Windows, macOS, Linux) and common software applications.

Problem-Solving Abilities:
- Strong analytical and critical thinking skills to diagnose and resolve technical issues efficiently.
- Ability to think critically and adapt troubleshooting strategies based on unique end-user scenarios.

Communication Skills:
- Excellent verbal and written communication skills to convey technical information to both technical and non-technical users.
- Ability to translate complex technical language into user-friendly explanations.

Customer-Focused Attitude:
- Demonstrated commitment to providing exceptional customer service.
- Empathy and patience in addressing customer concerns and inquiries.

Documentation:
- Proficient in documenting support interactions, technical solutions, and common issues.
- Ability to contribute to knowledge base articles for internal and external reference.

Multi-Channel Support:
- Experience providing technical support across various channels, including phone, email, chat, and remote desktop assistance.

Adaptability:
- Ability to adapt to evolving technologies and learn new tools quickly.
- Flexibility to manage a variety of technical issues and end-user needs.

Team Collaboration:
- Collaborative mindset to work effectively with cross-functional teams and escalate issues as needed.
- Willingness to share knowledge and contribute to the overall improvement of support processes.

Time Management:
- Effective time management skills to prioritize and manage multiple customer inquiries simultaneously.
- Capability to manage workload and meet established service level agreements.
Continuous Learning:
- Eagerness to stay informed about new technologies and updates related to the products being supported.
- Willingness to engage in ongoing training and professional development opportunities.

Attributes
Initiative-taking:
- Proactively identify opportunities for improvement and take the initiative to implement solutions.

Ability to Learn Quickly:
- Demonstrate a keen ability to learn new technologies and adapt to evolving project requirements.

Diligence:
- Exhibit a meticulous attention to detail, ensuring the accuracy and quality of software development.

Collaboration:
- Work effectively as part of a collaborative, multidisciplinary team, contributing ideas and expertise.

Strong Communicator:
- Communicate complex technical concepts clearly and concisely to both technical and non-technical stakeholders.

Adaptability:
- Easily adapt to changing requirements, embracing new challenges and approaches.

Salary & benefits
Salary Scale: €41,209 - €53,091
- Competitive salary
- Flexible working arrangements
- Computer and peripherals of your choice
- A fast-paced environment with impactful work
- Pension
- Day Nursery
- Travel Pass Scheme
- Bike to Work Scheme
- Employee Assistance Programme
- Sports Facilities
- 22 days of Annual Leave
- Paid Sick Leave
- Training & Development
- Staff Discounts

Minimum qualifications
- Bachelor’s degree in computer science
- Proven experience in technical support or a customer-facing role.
- Proven experience in software testing, including manual and automated testing.
- Familiarity with testing tools and methodologies
- Strong problem-solving skills and analytical thinking.
- Excellent communication skills
- Detail oriented with excellent documentation skills.
- Ability to work collaboratively in a team environment.
Application Process
Join our dynamic team at Precision ALS and contribute your skills to a project that is pushing the boundaries of healthcare research and precision medicine. We encourage you to apply even if you do not fit 100% of the technical requirements. Apply now to be part of this transformative journey.

To assist the selection process, applicants should submit a Curriculum Vitae and a Cover Letter (1x A4 page) before 5pm on the Friday 19th January 2024, that specifically address the following points in their application via the following link: https://forms.gle/6SMctA3VoBM13xQy6

Applicants Should:
● clearly address this experience and how they obtained their knowledge in their application.
● give examples of how their previous developer experience equips them to deliver the role on Precision ALS.
● Indicate which of the ‘desirable’ areas outlined above are most relevant for them.
● Illustrate, through experience, their ability to work on their own initiative and resolve problems.
About the ADAPT Centre
ADAPT is the world leading SFI research centre for AI Driven Digital Content Technology, coordinated by Trinity College Dublin and based within Dublin City University, University College Dublin, Technological University Dublin, Maynooth University, Munster Technological University, Athlone Institute of Technology, and the National University of Ireland Galway. ADAPT’s research vision is to pioneer new forms of proactive, scalable, and integrated AI-driven Digital Content Technology that empower individuals and society to engage in digital experiences with control, inclusion, and accountability with the long-term goal of a balanced digital society by 2030. ADAPT is pioneering new Human Centric AI techniques and technologies including personalisation, natural language processing, data analytics, intelligent machine translation human-computer interaction, as well as setting the standards for data governance, privacy, and ethics for digital content.

Why ADAPT?

- **Contribute** to the ADAPT research agenda that pioneers and combines research in AI driven technologies: Natural Language Processing, Video/Text/Image/Speech processing, digital engagement & HCI, semantic modelling, personalisation, privacy & data governance.
- **Work** with our interdisciplinary team of leading experts from the complementary fields of Social Sciences, Communications, Commerce/Fintech, Ethics, Law, Health, Environment and Sustainability.
- **Leverage our success** ADAPT’s researchers have signed forty-three collaborative research projects, fifty-two licence agreements and oversee sixteen active commercialisation funds and fifty-two commercialisation awards. ADAPT has won forty competitive EU research projects and obtained €18.5 million in non-exchequer non-commercial funding. Additionally, six spinout companies have been formed. ADAPT’s researchers have produced over 1,500 journal and conference publications and nearly 100 PhD students have been trained.
- **Develop** skills in a fast-paced environment focused on cutting-edge technology innovation.

As an ADAPT researcher you will have access to a network of eighty-five global experts and over 250 staff as well as a wide multi-disciplinary ecosystem across eight leading Irish universities. We can influence and inform your work, share our networks, and collaborate with you to increase your impact, and accelerate your career opportunities. Specifically, we offer:

- Exposure and free access within a multi-disciplinary ecosystem across eight leading Irish universities
- Opportunity to build your profile at international conferences and global events.
- Fast-track your career through formalised training & development, expert one-on-one supervision, and exposure to top AI specialists.

Diversity
ADAPT is committed to achieving better diversity and gender representation at all levels of the organisation, across leadership, academic, operations, research staff and studentship levels. ADAPT is committed to the continued development of employment policies, procedures and practices that promote gender equality. On that basis we encourage and welcome talented people from all backgrounds to join ADAPT.