

Comhairle Chontae Chill Mhantáin

## Wicklow County Council



# CANDIDATE INFORMATION BOOKLET

## IS TECHNICAL SUPPORT OFFICER

– Ref: 41/2024

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Closing Date for receipt of application:

**Thursday 17<sup>th</sup> October at 12 noon sharp**





# Wicklow County Council

County Wicklow is located in the province of Leinster, and has a population of 155,485, 9.2% growth persons as stated in the preliminary 2022 census figures on the CSO website <https://www.cso.ie/en/csolatestnews/presspages/2022/censusofpopulation2022-preliminaryresults/>

Wicklow shares its border with four other counties and has a total land area of 2,027 km<sup>2</sup>. The topography of Wicklow is largely mountainous, with the Wicklow Mountains being the largest continuous upland region in Ireland. Wicklow is the 13<sup>th</sup> largest of the Republic of Ireland's 26 Counties and is the 14<sup>th</sup> largest Local Authority area in terms of population.

Wicklow County Council is the Local Government Authority for County Wicklow and is responsible for the delivery of the full range of services. Wicklow County Council seeks to enhance the county's attraction as a place in which to invest, work, and live, and takes the lead role in shaping the strategic vision of the county. It provides a diverse, multi-layered and evolving range of services to both citizens and visitors to County Wicklow, which include the provision of housing, planning, development, environmental, roads and traffic, leisure and community services. It also has an enhanced role in leading out economic and community development in the County. The Council works in partnership with other state, public and private bodies in the delivery of critical infrastructure and shared services.

Wicklow County Council has an elected body comprising of 32 elected members and employs a workforce in excess of 800 employees, currently covering 5 Municipal Districts – Bray, Greystones, Wicklow, Arklow and Baltinglass. Our employees work in a dynamic and progressive local authority which promotes training and development of our employees who are our most valuable resource.

The 2024 annual revenue budget for the local authority is approximately €160 million. The Council also continues to invest in the infrastructure of the county and through its Capital Investment Programme.

The day to day running of the Council is the responsibility of the Chief Executive and the Management Team

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# The Competition

## IS Technical Support Officer - Ref: 41/2024

### The Position

The Council is seeking applications from suitably qualified candidates with relevant experience for the position of IS Technical Support Officer.

### Qualifications

1 **Character**

Candidates shall be of good character.

2 **Health**

Candidates shall be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

3 **Education, Training, Experience, etc.**

Candidates must have on the latest date for receipt of completed application forms:

(i) A)

A qualification at Level 8 on the National Framework of Qualifications (NFQ) major award (i.e. honours degree) or higher in a relevant computing discipline plus 2 year's directly relevant, recent ICT experience from your employment to date\*

**OR**

(ii) B)

A qualification at Level 8 on the National Framework of Qualifications (NFQ) major award (i.e. honours degree), or higher, with computing taken in the final year and at least 3 years directly relevant, recent ICT hands-on experience from your employment to date\*

**OR**

(iii) C)

A qualification at Level 7 on the National Framework of Qualification (NFQ) major award (i.e. ordinary degree) in a relevant computing discipline plus 3 years' directly relevant, recent ICT experience from your employment to date\*

**OR**

(iv) D)

A qualification at Level 6 on the National Framework of Qualifications (NFQ) major award in a relevant computing discipline and at least 4 years directly relevant, recent ICT experience from your employment to date\*.

## **AND**

(v) have a satisfactory knowledge of public service organisation or the ability to acquire such knowledge.

\*Relevant ICT hands-on experience should include, but is not limited to: areas such as managing delivery of digital solutions, enterprise architecture, software and applications development projects involving a range of technologies and platforms covering web development, data management, database administration, business analysis/discovery, business intelligence and data analytics, DevOps, enterprise architecture, technical infrastructure service design and delivery, server and client operating systems and architecture stacks, telecommunications and networking infrastructure delivery support, technical support, ICT service management, operations and server support, ICT/ cyber security, mobile device management, virtualisation delivery support, database and application support, cloud computing, etc.

**In the event that an offer of employment is made, the candidate will be required to submit all relevant Educational Qualifications in order to meet the requirements above.**

## **Desirable Skills & Experience**

Skills and experience in two or more of the following:

- ICT Technical Support
- Installation, configuration and support of PCs, laptops, tablets, smartphones and related hardware and software
- Network skills and experience – Firewalls, Routers, Switches
- Virtualisation Technologies such as VMware
- Business Intelligence reporting and dashboards
- Database design and administration in solutions like SQL Server, Oracle
- Microsoft Technologies such as Microsoft Office, Microsoft CRM, SQL, Sharepoint

## **Duties**

The duties of the office shall be to give to the local authority under the direction and supervision of its appropriate officer such services of a technical, executive, supervisory and advisory nature as are required for the exercise and performance of any of its powers and duties and shall include the duty of deputising for other officers of the local authority, when required, and such duties as may be required in relation to the area of any other local authority.

The principal duties and responsibilities will be to perform the range of operations appropriate to the post of I.S. Technical Support Officer that may be assigned by the Head of Information Systems. The duties shall include the following:

#### **TECHNICAL SUPPORT**

- Troubleshooting PC's, printers, Servers, Systems, and other peripherals
- Support for wireless network, WAN and LAN
- Network troubleshooting
  
- Anti-Virus Deployment and ongoing maintenance
- User support for standard desktop software suite
- Helpdesk service
- Installation of new hardware

#### **PROJECT TEAMS WORK**

- New IT systems and services
- New Infrastructure deployments
- Technical design and implementation of new applications
- Project meetings and assigned Project task work
- Training and Presentations
- Performance of other duties as required by the line manager

#### **I.T. SYSTEMS SUPPORT**

- Vmware, Citrix, Sharepoint
- Windows Servers
- SQL and Oracle based systems
- Web applications
- GIS support
- Maintenance and support of existing browser-based applications

#### **OPERATIONS/ADMINISTRATION**

- Printing operations
- Data integration/warehousing/interfaces operations
- Data entry
- Document management and control
- Support for existing in-house systems
- Backup operations
- IT Security operations
- Contract and Supplier Management
- Administration – Various administrative office duties that may be assigned such as Purchase Ordering, budgeting, report writing etc.

## **Principal Conditions of Employment**

A panel may be formed from which future Permanent and/or temporary positions may be filled.

The position will be fulltime and pensionable.

## **Probation**

Where persons who are not already permanent officers of a Local Authority are appointed, the following provisions shall apply;

- (a) there shall be a period after such appointments take effect, during which such persons shall hold office on probation;
  - (b) such period shall be six months, this period may be extended at the Chief Executive discretion;
- (c) such persons shall cease to hold such office at the end of the period of probation, unless during such period, the Chief Executive has certified that the service of such persons is satisfactory.

## **Salary: €49,706 - €59,456 gross per annum**

The salary shall be fully inclusive and shall be as determined from time to time in line with national policy. The holder of the office shall pay to the local authority any fees or other monies (other than his/her inclusive salary) payable to and received by him/her by virtue of his/her office or in respect of services which he/she is required by or under any enactment to perform. Starting pay shall be determined in accordance with appropriate Departmental Circular letters. New Entrants will be placed on the minimum of salary scale.

## **Hours of Work**

The person appointed will be required to work a 35 hour per week Monday to Friday which equates to a 7 hour to be accounted for with attendance hours of 9.00 a.m. to 5.00p.m. with one hour lunch between 1.00p.m. and 2.00p.m.

## **Travel**

The holder of the office will be required to hold a valid Irish/EU full driving licence for class B vehicles or a licence acceptable to NDLS for exchange, free from endorsement and disqualification. They must be a competent driver and shall drive a motor car in the course of his/her duties and for this purpose, provide and maintain a car to the satisfaction of the Local Authority. The Local Authority must be indemnified on their insurance.

## **Garda Vetting**

Candidates may be subject to Garda Vetting. Appointment(s) will be considered having regard to receipt of satisfactory Garda Vetting, particularly to determine suitability to work with children/vulnerable adults.

## **Health**

For the purposes of satisfying the requirements as to health it will be necessary for successful candidates, before they are appointed, to undergo at their expense a medical examination by a qualified medical practitioner to be nominated by the local authority. On taking up appointment the expense of the medical examination will be refunded to candidates.

## **Residence**

Holders of the office shall reside in the district in which their duties are to be performed or within a reasonable distance thereof.

## **Annual Leave**

Annual leave entitlement will be 30 days per annum exclusive of public holidays and Good Friday.

## **Retirement Age**

There is no mandatory retirement age for new entrants to the Public Service as defined in the Public Services Superannuation (Miscellaneous Provisions) Act 2004.

Persons who are NOT new entrants to the Public Service as defined in the Public Services Superannuation (Miscellaneous Provisions) Act, 2004 and the Public Service Superannuation (Age of Retirement) Act 2018, are subject to a compulsory retirement age of 70 years.

With effect from 1st January 2013, persons who are pensionable under the terms of the Single Public Service Pension Scheme will have a minimum retirement age of 66 years initially rising in line with the State Pension age changes. Members of the Single Public Service Pension Scheme have a compulsory retirement age of 70 years.

## **Superannuation**

Persons who become pensionable public servants on or after 1st January 2013 will become members of the Single Public Service Pension Scheme and, as such, will be required to pay contributions of 3% of pensionable remuneration and 3.5% of net pensionable remuneration (i.e. pensionable remuneration less twice the annual rate of social insurance old age contributory pension payable at the maximum rate to a person with no adult dependant or qualified children).

Persons who become pensionable officers of a local authority who are liable to pay the Class A rate of PRSI contribution will be required in respect of their superannuation to contribute to the local authority at the rate of 1.5% of their pensionable remuneration plus 3.5% of the net pensionable remuneration (i.e. pensionable remuneration less twice the annual rate of social insurance old age contributory pension payable at the maximum rate to a person with no adult dependant or qualified children).

Persons who become pensionable officers of a local authority who are liable to pay the Class D rate of PRSI contribution will be required in respect of their superannuation to contribute to the local authority at the rate of 5% of their pensionable remuneration.

All persons who become pensionable officers of a local authority will be required in respect of the Local Government (Spouses and Children's Contributory Pension) Scheme, to contribute to the local authority at the rate of 1.5% of their pensionable remuneration in accordance with the terms of the scheme.

# **Application Process**



## Application form

Application forms are available on our website.

Completed applications forms must be submitted to [recruitment@wicklowcoco.ie](mailto:recruitment@wicklowcoco.ie) or by post to Recruitment, Wicklow County Council, Station Road, Wicklow town, on or before the closing date of Thursday 17<sup>th</sup> October, 2024 at 12 Noon sharp. Late applications or any amendments to applications will not be accepted.

## Competencies for the post

Key Competencies for the post include the following and candidates will be expected to **demonstrate sufficient evidence within their application form** of competence under each of these.

Please provide an example, giving consideration to the role and essential requirements

outlined in the Candidate Information Booklet. **Responses should not exceed 600 words.**

Please aim to provide your best evidence in this section, as the below information may be used for shortlisting and/or interview purposes.

### Key Competencies for the post of IS Technical Support Officer are set out as follows:

- **Management & Change**
- **Delivering Results**
- **Performance through People**
- **Personal Effectiveness**

COMPETENCY	BEHAVIOURS
<b>Management &amp; Change</b>	<ul style="list-style-type: none"><li>• Develop and maintain beneficial and positive relationships with relevant interests and stakeholders.</li><li>• Ability to enforce good ICT governance practices into day to day activities, processes and practices.</li><li>• Ability to sustain a positive profile and image of the local authority.</li></ul>
<b>Delivering Results</b>	<ul style="list-style-type: none"><li>• Ability to make timely, informed and effective decisions.</li><li>• Ability to encourage and promote the reduction in costs and minimising waste.</li><li>• Establishing high quality service and customer care standards within the ICT environment.</li><li>• Ensuring resources are used effectively to deliver on operational plans by managing the allocation, use and evaluation.</li></ul>
<b>Performance through People</b>	<ul style="list-style-type: none"><li>• Demonstrates good interpersonal skills.</li><li>• Demonstrates effective written and verbal communication skills.</li><li>• Demonstrate good ICT Team skills.</li><li>• Ability to participate in a productive, positive and diverse section or team effectively.</li></ul>
<b>Personal Effectiveness:</b>	<ul style="list-style-type: none"><li>• Demonstrates the ability to manage workload and time effectively.</li><li>• Demonstrates creativity and initiative with the implementation of ICT.</li><li>• Demonstrates personal well-being, motivation and resilience.</li><li>• Demonstration of good public service values and commitment to integrity.</li><li>• Demonstration of positivity and enthusiasm about the role within the ICT environment.</li></ul>

	<ul style="list-style-type: none"> <li>• Understanding the environment and structures within the local authority sector operates and the role of an Information Systems Technical Support Officer.</li> <li>• Knowledge of current Local Government issues and the strategic direction of local government.</li> </ul>
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## Selection Process

Selection shall be by means of a competition based on an interview conducted by or on behalf of the local authority. Panels may be formed on the basis of such interviews.

### The Selection Process may include the following:

- Short-listing of candidates on the basis of the information contained in their application;
- Preliminary interview, which may also include a presentation;
- Completion of an online questionnaire;
- Competitive interview, which may also include a presentation;
- Work sample/role play/media exercise, and any other tests or exercises that may be deemed appropriate.

*\* Please note that Wicklow County Council reserves the right to hold any part of the selection process by way of remote/video-call platform or other appropriate methodology.*

Before proceeding with this phase of the selection process you should satisfy yourself that you meet the minimum qualification criteria for the post as set out above. This will prevent you from incurring unnecessary expense in progressing in the competition.

## Short-Listing

Wicklow County Council reserves the right to shortlist applications. The shortlisting process may take the form of either a desktop shortlisting process based on the information contained in the application forms or a shortlisting interview.

The information you supply in the application form will play a central part of the shortlisting process. Wicklow County Council's decision to include you on the shortlist of candidates going forward to the next stage of the process may be determined based on this information.

Where, by reason of the number of persons seeking admission to the competition and the standard of knowledge, training or experience in general of such persons, Wicklow County Council considers that it would be reasonable not to admit all the persons to the competition, Wicklow County Council may admit to the competition only persons who appear likely to it to attain in the competition a standard sufficient for selection and recommendation for appointment.

You will be contacted in relation to any interview dates and times. You may also be contacted in relation to the requirement to complete an online questionnaire should this be included in the selection process. The onus is on you to attend for interview on the dates and times allocated. Alternative dates and times cannot be facilitated. When attending for interview you

must produce photographic identification when registering your attendance at the Human Resources Department.

Wicklow County Council reserves the right to shortlist candidates in the manner it deems most appropriate. **Shortlisting may be on the basis of information supplied on the application form and the likely number of vacancies to be filled. It is therefore in your own interest to provide a detailed and accurate account of your qualifications/experience on the application form.** The candidates shortlisted will be invited to attend for interview. **Interviews may be held in person or by online process through Microsoft Teams.** The Council will not be responsible for any expenses incurred by candidates in attending for interview.

## **Interview Stage**

The interview is your opportunity to give evidence of your knowledge, skills and experience and the Local Authority's opportunity to assess your suitability for the role as advertised.

The admission of a person to a competition, or invitation to attend an interview, is not to be taken as implying that Wicklow County Council is satisfied that such person fulfils the requirements of the Regulations or is not disqualified by law from holding the position and does not carry a guarantee that your application will receive further consideration. It is important therefore for you to note, the onus is on you to ensure that you meet the eligibility requirements for the competition before attending for interview. If you do not meet these essential entry requirements but nevertheless attend for interview you will be putting yourself to unnecessary expense, as Wicklow County Council will not be responsible for refunding any expenses incurred.

Wicklow County Council may at its discretion require candidates to attend a preliminary interview in which case admission to the competitive interview would be conditional on candidates reaching such a standard as Wicklow County Council considered appropriate in the preliminary interview.

Interviews shall be conducted by Board(s) set up by Wicklow County Council. The Board(s) will assess the merits of candidates (except insofar as they are assessed otherwise) in respect of matters referred to in the prescribed Qualifications and any other relevant matters. Only candidates who reach such a standard as Wicklow County Council considers satisfactory in the competitive interview shall be considered for selection and placed on a panel. The onus is on all applicants to make themselves available for interview.

## **Pre-Employment Checks**

Before contracts of employment are entered into, various checks are undertaken. These include medicals, references and may include Garda Vetting. The Council will invite those successful candidates who accept an offer to fill a vacancy to attend a medical assessment. References for successful candidates will also be checked and Garda Vetting, if necessary, will be completed at this point.

## **Panel**

Candidates whose names are on a Panel and who satisfy the local authority that they possess the qualifications declared for the office and that they are otherwise suitable for IS Technical Support Officer Ref: 41/2024

appointment may, within the life of the Panel, be appointed as appropriate vacancies arise.

The life of the Panel will be for one year from the date it is formed, it may be extended at the discretion of the Chief Executive.

## Terms and Conditions

Examples of some of the current Employee Benefits include:

- The Council's Blended Working Policy
- A range of Family Friendly Policies
- A staff Health Screening Programme
- Availability of a Cycle to Work Scheme
- A range of Learning and Developmental Opportunities
- Paid Maternity and Paternity Leave
- Automatically entered into a pension scheme
- Access to the services provided under Wicklow County Council's Employee Assistance Programme

Wicklow County Council will require the person to whom appointment is offered to take up the appointment within a period of not more than **one month** and if the person fails to take up the appointment within such period or such longer period as Wicklow County Council in its absolute discretion may determine, Wicklow County Council will not appoint him/her.

Employment may be terminated by either side by giving at least one calendar months' notice. In the event that employment is terminated prior to the completion of any particular contract, the appointee shall co-operate with the Council in ensuring that all files/records are up-to-date and present in an acceptable manner.

It should be noted that the terms of Paragraph 13 of Circular Letter EL 02/09 - Incentivised Scheme of Early Retirement may need to be considered in some instances. It is a condition of this scheme as set out in the Department of Finance Circular 12/2009 that retirees, under that Scheme, are debarred from applying for another position in the same employment or the same sector.

Furthermore, persons who have availed of a Redundancy Payment Scheme should not that is a condition of the Collective Agreement that persons availing of the agreement will not be eligible for re-employment in the public service by any public service body (as defined by the Financial Emergency Measures in the Public Interest Acts 2009 – 2011) for a period of 2 years from termination of the employment. Thereafter the consent of the Minister for Public Expenditure and Reform will be required prior to re-employment.

Applicants will be required to declare whether they have previously availed of either of the above schemes.

**WICKLOW COUNTY COUNCIL RESERVES THE RIGHT TO SHORTLIST CANDIDATES IN THE MANNER IT DEEMS MOST APPROPRIATE.**

**WICKLOW COUNTY COUNCIL IS AN EQUAL OPPORTUNITIES EMPLOYER**

# Frequently Asked Questions

## *1. Who can I contact if I have a query in relation to the Recruitment Campaign?*

If you are unclear in relation to any aspect of the recruitment and selection process, please read the briefing document and frequently asked questions carefully before contacting Wicklow County Council's Human Resources Department. If you still need to contact the Human Resources Department please send your query via email in the first instance to [recruitment@wicklowcoco.ie](mailto:recruitment@wicklowcoco.ie).

## *2. What happens if I cannot attend a particular stage of the competition?*

The onus is on you to attend for all stages of the recruitment competition at the locations, dates and times notified. Wicklow County Council cannot change dates and times of any particular stage of the process.

## *3. I have submitted my CV. What happens next?*

Wicklow County Council will carry out an eligibility check on all CV's to ensure that they meet the minimum qualifications for the post. You do not need to contact the HR Department. If you do not meet the minimum eligibility requirements for the post based on the information submitted on your application form, you will not be invited to interview.

Depending on the number of candidates remaining at this stage of the competition it may be necessary to hold a shortlisting process. The shortlisting process may take the form of either a desktop shortlisting process based on the information contained in the application forms or a shortlisting interview/assessment. You will be contacted by email in relation to any interview dates and times. The onus is on you to attend for interview on the dates and times allocated. Alternative dates and times cannot be facilitated. When attending for interview you must produce photographic identification when registering your attendance at the Human Resources Department.

## *4. What happens on completion of the shortlisting process?*

Wicklow County Council will contact all applicants advising them of the results of the shortlisting process. If you have been successful at this stage you will be invited for a final interview.

5. *What happens after undertaking the final interview?*

If you qualify at final interview stage you will be placed on a panel and ranked in order of merit. Vacancies may be filled from this panel as they arise and in order of merit. Please note that being placed on a panel is not a guarantee that you will be appointed to the position.

6. *How will Wicklow County Council communicate with me throughout the Recruitment and Selection Campaign?*

Wicklow County Council will contact you when necessary at each stage of the competition by email. It is strongly recommended that you do not change your email address in the course of this recruitment campaign, as any email will be sent to the email address originally supplied with your application form. It is important to note that the email address you provide when submitting your application form must be one that you can access at all times.

The onus is on the applicant to inform the Human Resources Department of any change in postal address, email address or mobile telephone number throughout the recruitment and selection campaign. This can be done by emailing [recruitment@wicklowcoco.ie](mailto:recruitment@wicklowcoco.ie)

The onus is on each applicant to ensure that s/he is in receipt of all communication from Wicklow County Council. Wicklow County Council accepts no responsibility for communication not accessed or received by an applicant.



[www.wicklow.ie](http://www.wicklow.ie)

[recruitment@wicklowcoco.ie](mailto:recruitment@wicklowcoco.ie)



@wicklowcoco



<https://www.facebook.com/WicklowCountyCouncil>





