**COMHAIRLE CHONTAE LAOISE**

**LAOIS COUNTY COUNCIL**

**Candidate Information Booklet**

**(Please read carefully)**

**Post of: IS Technical Support Officer**

**Closing Date: 4.00 pm Thursday 23rd December 2021.**

**Completed Application Form (1 x softcopy and 3 x hardcopies) should be submitted to:**

[**hr@laoiscoco.ie**](mailto:hr@laoiscoco.ie)

**Posted to: Human Resources Department**

**Laois County Council**

**Aras an Chontae**

**Portlaoise**

**Co. Laois R32 EHP9**

### COMHAIRLE CHONTAE LAOISE

### LAOIS COUNTY COUNCIL

### POST OF: IS Technical Support Officer

**THE COMPETITION**

Laois County Council is inviting applications from suitably qualified persons for the above competition. Laois County Council will, following the interview process, form a panel for the post of IS Technical Support Officer from which future relevant vacancies may be filled.

Eligibility criteria set out under Qualifications below.

**THE ROLE**

The Information Systems Technical Support Officer will participate in a team to provide a high standard of technical support in Laois County Council. An ability to ensure product quality and stability and a determination to professionally manage and resolve a number of potentially complex issues in a fast-paced environment is required.

The Information Systems Department provides a wide range of services to Laois County Council and its customers. As such, due to the dynamic nature of ICT, and the changing business requirements within the Council, all ICT posts require a flexibility to work in other IT roles as needs change.

**QUALIFICATIONS**

1. **CHARACTER**

Each candidate must be of good character.

1. **HEALTH**

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

1. **EDUCATION, EXPERIENCE ETC.**

Candidates much have on the latest date for receipt of completed application forms the following: -

(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 architect stacks, telecommunications and networking infrastructure delivery support, technical support, ICT service management, operations and server support, ICT/cyber security, mobile device management, virtualization delivery support, database and application support, cloud computing, etc.

**In addition, the following knowledge and experience would be desirable: -**

* Microsoft Desktop and Server Operating systems
* Network and communications infrastructure support and administration
* ICT security systems knowledge including Anti-Virus, Firewalls, Encryption and Web filtering
* Android and IOS and mobile device management
* Commitment to customer service.

**The Ideal Candidate**

Candidates will demonstrate through their application form and at the interview that he/she has:

* Ability to work as part of a team with strong customer service focus
* Excellent problem solving and troubleshooting skills.
* Ability to work under pressure.
* Excellent customer facing skills and an ability to clearly communicate to all levels.
* Ability to take ownership of issues / tasks and work on own initiative.
* Dedication to providing quality and excellent service
* Flexibility regarding working.
* Excellent time keeping skills and ability to meet day-to-day and project targets.
* Must be committed to self-development and be enthusiastic about acquiring new skills and embracing new technologies.

**Key Duties:**

Details of Key Duties are outlined under ‘The Principal Terms and Conditions’ below.

**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 take particular note of these when completing the application form as any short-listing or interview processes will be based on the information provided by candidates

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| --- | --- |
| **Management & Change** | * Embeds good ICT governance practices into day to day activities, practices and processes * Develops and maintains positive and beneficial relationships with relevant interests and stakeholders * Ability to sustain a positive image and profile of the local authority |
| **Delivering Results** | * Acts decisively and makes timely, informed and effective decisions * Establishes high quality services and customer care standards within an ICT environment * Ability to manage the allocation, use and evaluation of resources to ensure that they are used effectively to deliver on operational plans * Ability to drive and promote reduction in costs and minimisation of waste |
| **Performance through people** | * Demonstrate excellent ICT team skills * Ability to participate in a positive diverse and productive section/unit or team effectively * Demonstrates good interpersonal skills * Demonstrates effective verbal and written communication skills |
| **Personal Effectiveness** | * Demonstrates initiative and creativity in the implementation of ICT * Demonstrates enthusiasm and positivity about the role within an ICT environment * Demonstratives ability to manage time and workload effectively * Demonstrates resilience, personal well-being and motivation * Demonstrates commitment to integrity and good public service values * Understanding the structures and environment within which the local authority sector operates and the role of an Information Systems Technical Support Officer in this context * Knowledge of current local government issues and strategic direction of local government |

**THE PRINCIPAL TERMS & CONDITIONS**

**PARTICULARS**

1. The position is wholetime and permanent and pensionable under the terms of either the Single Public Services Pension Scheme or the Local Government (Superannuation)(Consolidation) Scheme 1998 (whichever is applicable).
2. **PROBATION:**

Where a person who is not already a permanent employee of a local authority is appointed, the following provisions shall apply:

(a) there shall be a period after such appointments take effect, during which such person shall hold such post on probation,

(b) such period shall be ten months, but the Chief Executive may, at his/her discretion, extend such period,

(c) such person shall cease to hold the post at the end of the period of probation, unless during such period, the Manager has certified that the service of such person is satisfactory.

(d) There will be ongoing assessments during the probationary period. Employment may be terminated by either party during probation or at the end of the probationary period on one week’s notice.

1. **SALARY**:

The salary shall be fully inclusive and shall be as determined from time to time. The holder of the office shall pay to the local authority any fees or other monies (other than 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. Where a person being appointed is a serving Local Authority employee normal starting pay rules will apply, otherwise employees must be placed on the minimum of the scale*.*

Rate of remuneration may be adjusted from time to time in line with Government policy.

Salary scale: €44,133; €45,520; €46,909; €48,298; €49,685 maximum; €51,302 (LSI 1) and €52,925 (LSI 2) per annum in accordance with circular EL 03/2021.

1. **DUTIES**:

## The duties of the office are to give the local authority and

1. such other local authorities or bodies for which the Chief Executive, for the purposes of the City and County Management Acts, is Manager and
2. to any other local authority or body with which an agreement has been made by the local authority or by any of the authorities or bodies mentioned in sub-paragraph (a) of this paragraph, under the direction and control of the Chief Executive or other appropriate officer of the local authority such appropriate services of an advisory, supervisory or executive nature as may be required by any local authority or body hereinbefore mentioned in the exercise and performance of any of its powers, functions and duties including the duty of assisting the Chief Executive or other appropriate officer in the supervision of the engineering and cognate services of any of the foregoing local authorities or bodies, and, when required to do so, to perform the duty of acting for the appropriate officer of higher rank during that officer’s absence.

The post holder will be assigned to the Information Systems Department of Laois County Council. The Council reserves the right to assign the post holder to any area of operation within the I.S. Department including deputising for other staff members from time to time.

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 and shall include the following:

* Provide day to day technical support for the ICT application and infrastructure environment including networks, servers, desktop/laptop and mobile systems.
* Manage and track issues from outset to conclusion, effectively communicating with all stakeholders throughout the process.
* Support the Information Security Officer to ensure the delivery of the ICT Security Roadmap.
* To provide specialist technical assistance and support for Cyber Security related systems.
* To provide technical assistance in meeting relevant ICT security standards as agreed.
* Perform operational security checks in line with adopted policies and procedures
* Operate the staff training portal and implement in-house phishing exercises to support staff engagement in cyber related activities
* Assist in the operation of the organisations backup solutions to protect essential data
* Escalate complex or unresolved incidents within the team or to external suppliers.
* Engage with business users to understand issues and requirements and provide advice and solutions regarding installed applications and technology.
* Install, configure, test, and document hardware, software and network components and solutions, avoiding service disruptions and ensuring coherence to security requirements and licence compliance.
* Provide technical support in an effective and responsive manner to Staff, both office-based and working remotely, and Elected Members.
* Keep abreast of information technology evolution and identify opportunities for such technologies to be gainfully utilised by the Council.
* Contribute to the review and implementation of the ICT Strategy.
* Contribute to the continuous improvement of the team with regular updates to the knowledge base.

1. **RECRUITMENT**

Candidates will initially be assessed to ensure that they meet the

minimum specified eligibility criteria for the position.

* 1. **Shortlisting**

The local authority may decide, by reason of the number of persons seeking

admission to a competition, to carry out a shortlisting procedure. The number of persons to be invited, in these circumstances, to interview, shall be determined by the local authority from time to time having regard to the likely number of vacancies to be filled. The local authority may at its discretion, decide that such shortlisting will be based on qualifications and experience, as set out in the job specification and information submitted on the application form.

In that regard, candidates should ensure they provide detailed and accurate information, in completing the form. Alternatively, the local authority may at its discretion decide to shortlist by way of preliminary interview*.*

**b. Competitive Interview**

Selection of candidates for appointment shall be by means of a competitive interview, conducted by or on behalf of the local authority. The Council is committed to a process of selection on merit, based on fair and open competition. The criteria for judging suitability and ranking will be related directly to the qualifications, attributes and skills required to undertake the duties and responsibilities to the standard required in the post.

**c. Panels**

Following completion of interviews, a panel may be formed, the duration of which is at the discretion of the Council. While a panel remains in force, offers of temporary or permanent employment may be made subject to confirmation of qualifications and satisfying clauses in relation to health, character or other requirements of the particular post. Persons to whom an offer of employment is made must take up duty within 1 month from the date of offer, or such extended period as the Council may agree, otherwise, the Council may decide not to appoint them.

**d**. **References/Documentary Evidence**

Each candidate may be required to submit as references the names and addresses of two responsible persons to whom he/she is well known but not related. Candidates may be required to submit documentary evidence to the local authority in support of their application.

1. **HEALTH**:

For the purposes of satisfying the requirement as to health it will be necessary for each successful candidate, before he/she is appointed, to undergo at his/her 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 the candidate.

**7. RETIREMENT AGE**:

The Single Public Service Pension Scheme (“Single Scheme”) as provided by the Public Service Pensions (Single Scheme and Other Provisions) Act 2012 commenced with effect from 1st January 2013. The act introduces new pension and retirement provisions for new entrants to the public service appointed on or after 1st January 2013. Pension age 66 years.

Otherwise the retirement age of the relevant Scheme applies.

It should be noted that candidates who are in receipt of a Public Service Pension and are re-hired in any paid capacity by a Public Service Body may be liable to have their pension abated.

Prior to appointment successful candidates will be obliged to complete a Declaration in relation to previous Public Pensionable Employment.

**8. SUPERANNUATION**

The superannuation contributions of relevant scheme will apply.

**9. RESIDENCE**:

The holder of the post shall reside in the district in which his/her duties are to be performed or within a reasonable distance thereof.

**10.DRIVING LICENCE**:

Holders of the office must have a current full driving licence in respect of Category B vehicles or equivalent in the EU.

Model Driving Licence and have access to a car.

**11. SICK LEAVE:**

The terms of the Public Service Sick Pay Scheme will prevail.

**12. GENERAL DATA PROTECTION REGULATION**

**Laois County Council is committed to protecting your personal data and we comply with our obligations under the Data Protection Acts, 1988 – 2018, (once enacted) and the General Data Protection Regulation.**

**Basis for Processing your Personal Information**

The basis for processing your personal data is to process your application for the position you have applied for with Laois County Council under the Terms of the Employment (Information) Act 1994 and Human Resources Department policies and procedures. Personal data sought for the purpose of recruitment will include your name, your contact details including email address and mobile number, particulars of education, details regarding your record of employment, details of referees and confirmation of if you require an employment permit/visa or work authorisation. When your application form is received, we create a computer record in your name, which contains much of the personal information you have supplied.  This personal record is used solely in processing your candidature.  You are entitled to obtain at any time, a copy of information about you, which is kept on computer.

**Sharing of Information**

Outside of the relevant recruitment team, the information provided in your application form will only be shared for progressing the competition for which you have applied for, with a designated short listing and/or interview board.   If, following the competition, you are placed on a panel and offered a position, the information provided in your application form will form part of your Personnel File and may be used for deciding the post to which you are assigned. Furthermore, should you be offered a position and subsequently confirm your interest in the position, the information provided on your application form will be used to request service records, employment references and/or character references as required.

**Storage period**

Your application will be retained for one year from the date a panel for this position is formed.  In exceptional circumstances panels can be extended for an additional year and your personal data will be kept until the extension has expired (usually a further one year, rarely two years).    You will be notified if the panel has been extended after one year and the new expiry date of the panel.  Applications which are unsuccessful at interview stage will be retained for one year.  Applications that are not progressed to interview stage will be destroyed post competition. If you do not furnish the personal data requested, Laois County Council will not be able to progress your application form for the competition for which you are applying.

Laois County Council’s Privacy Statement can be assessed at: <https://laois.ie/privacy-statement/>

**13. COMMENCEMENT:**

The local authority shall require persons to whom an appointment is offered to take up such appointment within a period of not more than one month and if they fail to take up the appointment within such period or such longer period as the local authority in its absolute discretion may determine, the local authority shall not appoint him/her.

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**Any attempt by a candidate, or by any person(s) acting at the candidate’s instigation, directly or indirectly, by means of written communication or otherwise influence in the candidate’s favour, any member or employee of the Council or person nominated by the County Council to interview or examine applicants, will automatically disqualify the candidate for the position being sought.**

**Expenses incurred by candidates in attending interview etc, will be at the candidates own expense**

**Laois County Council is an equal opportunities employer**

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