**Cavan County Council
Comhairle Contae an Chabháin**

Candidate Information Booklet

IS Technical Support Officer

**Closing Time and Date:
5.00 pm on Friday 10ᵗʰ November 2023**

Cavan County Council is committed to a policy of equal opportunity

Cavan County Council

Cavan County Council leads and collaborates with all to drive and shape a better future for our County and it is a progressive, dynamic and innovative local authority in Ireland.

Cavan County Council employs over 500 employees across service divisions including housing and building, roads, transport and safety, water supply and sewerage, development management, environmental protection, recreation and amenity, agriculture and education and miscellaneous services.

A dynamic and ever evolving place to work with a stimulating and challenging work environment, Cavan County Council offers excellent career opportunities in a wide range of administrative, professional, creative, technical, and general services roles. Supported by continuous learning and development, a highly skilled workforce is central to delivering these objectives.   In the heart of the scenic lakelands, Cavan is located less than two hours' drive from Dublin, Belfast, and Galway and boasts an unrivalled quality of life.

The Competition

The purpose of this recruitment campaign is to form a panel for IS Technical Support Officer from which permanent and/or temporary positions may be filled.

The successful candidate will be assigned to the I.T. Department of Cavan County Council and will work under the control and supervision of the Head of Information Technology or other designated officer.

The Role

The Information Systems Technical Support Officer will participate in a team to provide a high standard of technical support in Cavan 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 Cavan 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 For The Post

Character:

Candidates must be of good character.

Citizenship:

Candidates must, by the date of any job offer, be:

a)   A citizen of the European Economic Area (EEA). The EEA consists of the Member States of the European Union, Iceland, Liechtenstein and Norway; or
b)   A citizen of the United Kingdom (UK); or
c)   A citizen of Switzerland pursuant to the agreement between the EU and Switzerland on the free movement of persons; or
d)   A non-EEA citizen who is a spouse or child of an EEA or UK or Swiss citizen and has a stamp 4 visa: or
e)   A person awarded international protection under the International Protection Act 2015 or any family member entitled to remain in the State as a result of family reunification and has a stamp 4 visa or
f)   A non-EEA citizen who is a parent of a dependent child who is a citizen of, and resident in, an EEA member state or the UK or Switzerland and has a stamp 4 visa.

Health:

Candidates shall be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service. For the purpose of satisfying the requirements as to health, it will be necessary for successful candidates, before they are appointed, to undergo at their own 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.

Education, Training, Experience, etc.

Each candidate must have, on the latest date for receipt of completed application forms:

1. 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

2. 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

3. 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

4. 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

5. 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 end user support, enterprise architecture, software and applications support, development projects, client operating systems, telecommunications and networking infrastructure delivery support, technical support, ICT service management, operations and server support, ICT/cyber security, mobile device management, virtualization, 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, Patching, 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.

Duties & Responsibilities

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 in an effective and responsive manner, for the ICT application and infrastructure environment including networks, servers, desktop/laptop and mobile systems.
- Provide technical support to staff, both office-based and working remotely and to Elected members.

- Manage and track issues from outset to conclusion, effectively communicating with all stakeholders throughout the process.
- Install, configure, test and document PCs, laptops, tablets, smartphones and related hardware, software and network components and solutions, avoiding service disruptions and ensuring coherence to security requirements and licence compliance.
- Contribute to the continuous improvement of the team with regular updates to the knowledge base.
- Support IT Security initiatives as part of CIS controls implementation.
- Management of Microsoft cloud tenant including application suite, licence assignment and Microsoft Azure.
- To provide technical assistance and support for Cyber Security related systems including Anti-Virus deployment and ongoing maintenance, desktop patching and mobile device management.
- Operate the staff training portal and implement in-house phishing exercises to support staff engagement in cyber related activities
- 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.
- 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.
- Performance of other duties that may from time to time be assigned to them from time to time by the Chief Executive/Head of Information Systems/Line Manager.
- Performance of other duties that may from time to time be assigned to them from time to time in accordance with Section 159 of the Local Government Act 2001.
  Notwithstanding the requirements of the post successful applicants may be assigned to any service area/role within the Local Authority at an analogous level by the Chief Executive at any time.

Probation

The successful candidate shall be required to be on probation for an initial period, as determined by the Council. This period may be extended at the discretion of the Council.

Salary

Remuneration will be at the IS Technology Support Officer of the national wage scales. The present minimum scale is €48,089 increasing to €57,572 per annum (including LSIs) with annual increments subject to satisfactory performance via PMDS.   The rate of remuneration may be adjusted from time to time in line with Government pay policy.

Garda Vetting/Child Protection

Successful candidates will be subject to the Garda Vetting Procedures.

Annual Leave

The annual leave entitlement for this post will be 30 days per annum.

Granting of annual leave, payment for annual leave and arrangement from public holidays will be governed by the provisions of the Organisation of Working Time Act, 1997.

Working Hours

The post entails a wide range of duties which require maximum flexibility and will be based on a 35-hour week, involving regular evening and weekend attendance where necessary. The Council reserves the right to alter the hours of work from time to time.

Pension:

The Local Government Superannuation Scheme applies.

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.

Acceptance of Offer of Employment

Cavan County Council shall require persons to whom appointments are offered to take up such appointments 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, Cavan County Council shall not appoint them.

Communications:

Cavan County Council will contact you when necessary at each stage of the competition by phone, post or email. It is strongly recommended that you do not change your email address or mobile phone number in the course of this recruitment competition, as any email will be sent to the email address originally supplied on your application form.

It is important to note that the email address you provide when applying 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 throughout the recruitment and selection campaign. This can be done by emailing: jobs@cavancoco.ie

The onus is also on each applicant to ensure that she/he is in receipt of all communication from the Cavan County Council. Cavan County Council does not accept responsibility for communications not accessed or received by an applicant.

Stage 1: Closing Date for Submission of Application Form

- Applications together with scanned copies of relevant qualifications and driving licence should be emailed directly to jobs@cavancoco.ie no later than 5pm on Friday 10th November 2023.

- Failure to submit all of the required documentation with your application will result in your application being invalid and you will not be permitted to proceed any further in the selection process.

- Application forms, once submitted, will be checked to ensure that they meet the required minimum criteria for the position.

- If your application form does not meet the minimum qualifications for the post as set out in this booklet then your application will be deemed invalid and you will not be permitted to proceed any further in the selection process.

Stage 2: Shortlisting

Cavan 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. You will be contacted in relation to any interview dates and times.

Stage 3: Final Interview

Interviews will be conducted by an Interview Board set up by Cavan County Council. The Interview Board will assess the merits of candidates. Only candidates who reach such a standard as the Interview Board consider satisfactory in the competitive interview will be considered for selection.

Competency Framework & Requirements

A Requirement and Competency Framework has been developed for the position of Business Advisor.   Candidates will be expected to demonstrate sufficient evidence within their application form of their knowledge, experience, skills and competencies under each of these headings:

Relevant Knowledge, Experience and Skills	• Knowledge of the technical aspects required for the position. • Understanding of the role of Technical Support Officer in the Council. • Embeds good ICT governance practices into day-to-day activities and processes.
Delivering Results	• Establishes high quality services and customer care standards within an ICT environment • Plan and prioritise work and resources effectively. • Create opportunities or overcome obstacles by rethinking or reconceptualising practices or procedures • Ability to drive and promote reduction in costs and minimisation of waste

Performance through people	- Demonstrate excellent ICT team skills. - Ability to work constructively with non-technical users to help them resolve issues and achieve their goals. - 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 - Demonstrates resilience, personal well-being, and motivation. - Demonstrates commitment to integrity and good public service values - Knowledge of current local government issues and strategic direction of local government.

ADDITIONAL RELEVANT INFORMATION FOR APPLICANTS

- An applicant who is found to be ineligible at any stage of the competition will not be further considered. Provision of inaccurate, untrue or misleading information will lead to disqualification from the competition, withdrawal of employment offer or dismissal.

- Information provided by a candidate in their application form will be used for the purpose of the IS Technical Support Officer Competition. By applying for this post, the applicant is consenting to their information being used for this purpose.

General Data Protection Regulation (GDPR)

The General Data Protection Regulation (GDPR) came into force on the 25th May 2018, replacing the existing data protection framework under the EU Data Protection Directive.

When you register with Cavan County Council or submit an application for a competition, we create a computer record in your name. Information submitted with a job application is used in processing your application. Where the services of a third party are used in processing your application, it may be required to provide them with information, however all necessary precautions will be taken to ensure the security of your data.

Note - Canvassing:

Applicants are reminded that any attempt by themselves or by any persons acting on their behalf directly or indirectly by means of written communication or otherwise to canvass or otherwise influence in the candidate's favour any officer of the County Council or persons nominated by the Chief Executive to interview or examine applicants, will automatically disqualify the applicant for the position they are seeking.

The above represents the principal conditions of service and is not intended to be the comprehensive list of all terms and conditions of employment which will be set out in the employment contract of the successful candidate.