



Comhairle Contae Chill Dara
Kildare County Council

Candidate Information Booklet

PLEASE READ CAREFULLY

I.S Technical Support Officer (Grade V – Tech Support)

**Closing date for receipt of completed application forms is 4.00 p.m.
on the 27th March 2025.**

***Kildare County Council is committed to a
policy of equal opportunity.***



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Introduction

Kildare County Council is one of 31 Local Authorities in the Republic of Ireland. The Council has responsibility for the delivery of a wide range of services which are necessary to the physical, economic, social, and cultural life of County Kildare, with a focus on making Kildare an attractive place to live, work and invest. Kildare County Council have 40 elected members representing 5 Municipal Districts, Athy, Kildare/Newbridge, Naas, Clane/Maynooth and Celbridge/Leixlip.

The following comprise the areas of service delivery in Kildare County Council:

- Economic & Community Development
- Local Enterprise
- Planning
- Cultural & Recreational Services
- Infrastructure
- Water Services
- Housing
- Fire & Emergency Services
- Environment
- Finance, Digital Services & Innovation
- Corporate Services
- Human Resources
- Integration

This is an opportunity to gain employment in the role of I.S. Technical Support Officer (TSO) for Tech Support within Kildare County Council.

The Position & Role

The role will be primarily based in Naas.

The person appointed will be under the direction and control of one of the IS Project Leaders responsible for Technical Support. They must undertake those duties as assigned to them by their supervisor.

The Role

The Information Systems Technical Support Officer (TSO) will;

- Provide second-level technical support for the IT infrastructure within the council.
- Work closely with other IT colleagues in the IT department, third party vendors on the provision of technical support to Council staff and Council Members.

- Ensure that Kildare County Council's ICT Infrastructure operates efficiently, performs to agreed targets, and delivers a secure and compliant platform for citizens, council members and council staff.
- Support the strategic objectives of Kildare County Council.
- Use ITIL best practices.

The Competition

The purpose of this recruitment campaign is to form a panel for Kildare County Council from which permanent and temporary posts may be filled in the I.S. Technical Support Officer (Technical Support) Grade as vacancies arise.

The Candidate

It is desirable that candidates demonstrate through their application form and at the interview that he/she has:

- Good interpersonal skills able to establish positive relationships with staff of the Council, Councillors, partners, external agencies and suppliers etc.
- Well-developed presentation and negotiation skills: able to communicate clearly, pleasantly and confidently with staff and stakeholders both orally and in writing.
- Confident in their technical abilities, they can work under pressure and meet tight deadlines. Able to work on your own initiative and be a self-starter, prioritising work with minimum supervision.
- Must be committed to self-development and be enthusiastic about acquiring new skills.
- A good understanding of safety management in the workplace including Health & Safety legislation and regulations.

Duties and Responsibilities

I.S. Technical Support Officers (Technical Support) will be expected to carry out the following non-exhaustive list of duties:

- Support the ICT infrastructure environment including networks, servers, printing, desktop/laptop and mobile systems.
- Provide Tier 2 technical Support and work closely with the Senior Technical Support officer (Grade 6);
- Ensure that the IT Operations function acts as the liaison between the Council and suppliers and also as a supplier of services in its own right.
- Work on identified IT projects assigned.
- Assisting IT Staff where requested.
- Liaise with relevant internal departments across the Local Authority.
- Prepare documentation and reports as appropriate.
- Can work on own initiative while adhering to procedures and policies.
- Communicate effectively with the end user to resolve issues.
- Support the device lifecycle from purchase, configuration to de-commission.
- Respond to incidents and requests logged onto the IT helpdesk system.

- To ensure that Kildare County Council’s ICT infrastructure operates efficiently, performs to agreed targets, and delivers a secure and compliant platform for the Council to carry out its business.
- To act as an internal ICT specialist, leading where necessary in the delivery of solutions to technical issues.
- To assist the IT Security teams as required.
- To support the strategic objectives of Kildare County Council.
- To assist in the democratic mandate of the Local Authority through supporting the elected Members.
- Perform other duties as assigned from time to time including 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.

Experience with the following technologies is desirable:

- Hardware and Software installation and configuration
- IT Support helpdesk
- Software and Asset management solutions
- Patch/Vulnerability Management
- Endpoint & Encryption solutions
- Firewall & Edge Security
- Microsoft Office 365
- Microsoft Products
- VPN and PAM solutions
- Printer management
- PABX/Soft phone technology
- Virtual Server Management
- Mobile Device Management
- LAN and Wireless technologies
- Managing Backup and recovery solution
- Managing small projects

Qualifications

Character:

Each candidate must be of good character.

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.

Education, Training and Experience etc.:

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

- (a) Hold 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 years directly relevant*, recent ICT hands-on experience from your employment date

OR

- (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 date

OR

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

OR

- (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 hands-on experience from your employment date

AND

- (e) Have satisfactory knowledge of public service organisations or the ability to acquire such knowledge.

*Relevant ICT hands-on experience should include, but is not limited: areas such as 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 support, cloud computing, etc.

Please supply copies of any certificates, diplomas or degrees you may have with the application form.

*Non-Irish Qualifications must be accompanied by a determination from Quality and Qualifications Ireland (QQI) to establish their comparability against the Irish National Framework of Qualifications, overseas qualifications must also be accompanied by a translation document.

Driving Licence

Applicants should at the date of applying hold a full valid Irish /EU licence, for Class B vehicles, or a licence acceptable to NDLS for transfer to full Irish licence, (Link below). They must be a competent driver and, shall drive a car in the course of their duties and for this purpose provide and maintain a car to the satisfaction of the local authority. The council must be indemnified on their insurance.

<https://www.ndls.ie/help/faq.html#exchange-of-foreign-driving-licences>

Competencies for the post of I.S Technical Support Officer

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 to these when completing the application form as any short-listing or interview processes will be based on the information provided by the candidates:

Management and Change	<ul style="list-style-type: none">• 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
Performance through People	<ul style="list-style-type: none">• Demonstrate excellent ICT Team skills• Is effective in communicating a complex or technical message, using language appropriate to the audience.• Demonstrate excellent interpersonal skills• Demonstrates effective verbal and written communication skills
Delivering Results	<ul style="list-style-type: none">• Acts decisively and makes timely, informed and effective decisions.• Establishes high quality service and customer care standards within an ICT environment• Ability to manage the allocation, use and evaluation of resources to ensure they are used effectively to deliver on operational plans.• Ability to drive and promote reduction in costs and minimisation of waste
Personal Effectiveness	<ul style="list-style-type: none">• Initiative and creativity in the implementation of ICT• Enthusiasm and positivity about the role within an ICT environment

	<ul style="list-style-type: none"> • Keeps up to date with the qualifications and knowledge necessary for the role • Is self-motivated and persistent in the face of difficulty. • Commitment to integrity & 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, Experience and Skills	<ul style="list-style-type: none"> • Knowledge and understanding of the structure and functions of local government including service requirements. • Knowledge of current local government issues. • Understanding of the role of a Technical Support Officer. • Knowledge and experience of working in a complex and fast paced IT environment.

Particulars of Employment

The Post

The post is wholetime (i.e., 35 hours per week) and appointment may be permanent or temporary.

Location

Kildare County Council reserves the right to assign the successful candidates to any premises in use by the Council, now or in the future.

The person appointed will be required to report to their place of work by their own means of transport and at their own expense.

Commencement

Kildare County Council shall require a person 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 other longer period as the Council in its absolute discretion may determine, Kildare County Council shall not appoint them.

Working Hours

The current working hours are 35 hours per week, Monday to Friday. Kildare County Council reserves the right to alter the hours of work from time to time in line with Government Circulars.

Kildare County Council also has a flexi time system in operation, details of which are available from the Human Resources Section.

All hours worked are subject to and recorded in accordance with the provisions of the Organisation of Working Time Act, 1997, and the Organisation of Working Time Regulations, 2001. Kildare County Council requires employees to record their hours using a Clocking system.

Reporting Arrangements

Technical Support Officers report directly to the appropriate supervisor in the Section or to any other employee of Kildare County Council as the Director of Services or other appropriate employee may designate for this purpose.

A system of regular appraisal will be operated during employment, which will involve discussions between the employee and the line manager regarding performance and conduct.

Probationary Period of Employment

Where a person is permanently appointed to Kildare County Council, the following provisions shall apply –

- a) there shall be a period after appointment takes effect, during which such a person shall hold the position on probation;
- b) such period shall be twelve months, but the Chief Executive may, at their discretion, extend such period;
- c) such a person shall cease to hold the position at the end of the period of probation, unless during this period the Chief Executive has certified that the service is satisfactory;
- d) the period at (a) above may be terminated on giving one weeks' notice as per the Minimum Notice and Terms of Employment Acts;
- e) there will be assessments during the probationary period.

Remuneration

€51,210 per annum to €57,501 per annum (maximum)

€59,373 per annum (LSI 1) (after 3 years satisfactory service at maximum)

€61,252 per annum (LSI 2) (after 6 years satisfactory service at maximum)

On appointment successful candidates will be placed on the first point of the salary scale. Appointment to a higher point of the salary scale may apply to candidates employed elsewhere in the public service, subject to verification of service history.

Remuneration is paid fortnightly by PayPath directly to the employees nominated bank account. The current wage pay cycle may be revised during the period of employment. Remuneration is subject to all statutory deductions, e.g., P.A.Y.E. and P.R.S.I. Increments are paid annually subject to satisfactory attendance, conduct and performance and national agreements. Increments may be withheld if performance, attendance and/or conduct are not satisfactory.

Superannuation & Retirement

A person who becomes a pensionable employee of the County Council will be required in respect of their Superannuation to contribute to the Local Authority at the appropriate rate.

The terms of the Local Government Superannuation (Consolidation) Scheme 1998 as amended or the Public Services Superannuation (Miscellaneous Provisions) Act 2004 or the Public Service Pensions (Single Scheme & Other Provisions) Act 2012 will apply as appropriate on appointment.

Retirement age for employees is dependent on their relevant contract of employment, with due consideration being given to the rules of the Superannuation Scheme to which they belong.

- For appointees who are deemed not to be “new entrants” as defined in the Public Service Superannuation (Miscellaneous Provisions) Act, retirement is compulsory on reaching 65 years of age.
- The minimum retirement age for “new entrants” to the public service as defined in the Public Service Superannuation (Miscellaneous Provisions) Act 2004 is 65. There is no mandatory retirement age.
- Effective from 1st January 2013, The Single Public Service Scheme applies to all first-time new entrants to the public service, as well as to former public servants returning to the public service after a break of more than 26 weeks:
 - Retirement age is set, initially, at 66 years; this will rise in step with statutory changes in the State Pension Contributory (SPC) age to 67 years in 2021 and 68 years in 2028.
 - Compulsory retirement age will be 70.

Annual Leave

Granting of annual leave, payment for annual leave and arrangements for public holidays will be governed by the provisions of the Organisation of Working Time Act 1997 and the nationally agreed annual leave scheme for the sector. The annual leave year runs from 1st January to 31st December. The current leave entitlement for this post is **30** days.

The Chief Executive of Kildare County Council retains autonomy regarding office closures, (e.g., Christmas Office Closure), any days arising from such closure will be reserved from the employee’s annual leave entitlement. Proposed office closure days will be reviewed and advised to all employees each year.

Residence

The person holding the office must reside in, or at an address convenient to the Local Authority, as approved by the Chief Executive.

Outside Employment

The position is whole-time, and the officer may not engage in private practice or be connected with any outside business which would interfere with the performance of official duties.

Code Of Conduct/Organisation Policies

Employees are required to adhere to all current and future Kildare County Council codes of practice including Code of Conduct of Employees and all current and future organisational policies including, but not limited to Health and Safety, Communications, Data Protection, Equality, Staff Mobility, Attendance Management and Use of Electronic Equipment.

Training

Employees are required to attend and participate fully in training programmes as may be decided by the Council from time to time and to apply their learning in the course of their daily working activities.

Health and Safety Regulations

Kildare County Council as an Employer is obliged to ensure, so far as it is reasonably practicable the Safety, Health and Welfare at Work of all its employees. Under the Safety, Health and Welfare at Work Act 2005, the County Council has a legal duty to exercise all due care and take all protective and preventative measures to protect the Safety, Health and Welfare of its employees.

All employees also have a legal obligation under Safety and Health legislation to co-operate with management and not engage in any improper conduct or behaviour or do anything, which would place themselves or others at risk.

Canvassing

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 of the staff of the County Council or person nominated by the County Council to interview or examine applicants, will automatically disqualify the candidate for the position being sought.

Important Notice

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 to be agreed with the successful candidate.

Communications

Kildare County Council will contact you, when necessary, at each stage of the competition by email. It is strongly recommended that you only submit one email address with the application form, and that you do not change your email address during this recruitment campaign, 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 email address throughout the recruitment and selection campaign. This can be done by emailing jobs@kildarecoco.ie. The onus is also on each applicant to ensure that s/he is in receipt of all communication from the Council. Kildare County Council does not accept responsibility for communications not accessed or received by an applicant.

The personal information collected on the application form, including any attachments, (which may include the collection of sensitive personal data) is collected for the purpose of processing this application and any data collected is subject to Kildare County Council's privacy statement which can be found at [Click Here](#)

Before You Proceed

Before proceeding you should satisfy yourself that you meet the requirements for the post as set out in Pages 4 & 5 of this booklet. This will prevent you from incurring unnecessary expense in progressing in the competition.

Shortlisting

Kildare County Council reserves the right to shortlist applications. Shortlisting may take the form of either a desktop-shortlisting process (based on the information provided by the candidate in their completed application form) or a shortlisting interview.

Kildare County Council reserves its right to shortlist candidates, in the manner it deems most appropriate, to proceed to the interview stage of the competition. Shortlisting will be completed 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 shortlisting process will provide for the assessment of each applicant's application form against predetermined criteria that reflect the skills and depth of experience considered to be essential for a position at this level.

The information you supply in the application form will play a central part of the shortlisting process. Kildare 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.

The shortlisting board will examine the application forms against pre-determined criteria based on the requirements for the position. It is therefore in your own interest to provide a detailed and accurate account of your relevant qualifications/experience on your application form. Based on examination of the application form, the shortlisting board will select those who appear to be most suitable for the position.

You will be contacted 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.

Interview Stage

Interview Process

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

Candidates will be assessed at the interview under five main competencies.

- 1. Management & Change**
- 2. Performance through People**
- 3. Delivering Results**
- 4. Personal Effectiveness**
- 5. Knowledge, Experience and Skills**

A list of these competencies and key indicators are included on page 6 and 7.

Candidates must achieve a minimum 50% of the total marks available in each of the competencies outlined above at interview in order to meet the qualifying standard.

Kildare County Council may at their 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 Kildare County Council considered appropriate in the preliminary interview.

Interviews shall be conducted by Board(s) set up by Kildare 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 Kildare County Council consider satisfactory in the competitive interview shall be considered for selection and placed on a panel.

Feedback

Candidates shall be notified of the outcome of each stage of the selection process as soon as possible.

If, following the interview, a candidate is placed on a panel they shall be informed of their marks and position on the panel.

Deeming of candidature to be withdrawn

Candidates who do not attend for interview when and where required by Kildare County Council, or who do not, when requested, furnish such evidence as required by Kildare County Council within the specified timeframe, regarding any matter relevant to their candidature, will be deemed to have withdrawn their application from the competition.

Pre-Employment Checks

Before contracts of employment are agreed, various checks are undertaken. These include medicals, references, verification of qualifications and may include Garda vetting.

Confidentiality

Kildare County Council, in its recruitment and selection procedures, has appropriate measures in place to protect the confidentiality of all applicants. All enquiries, applications and other aspects that form part of the recruitment formalities are treated as confidential and are not disclosed to anyone, outside of those directly involved in the recruitment process - subject to the provisions of the Freedom of Information Acts.

Records created, maintained, and stored by Kildare County Council as part of the recruitment and selection process are subject to a range of legislation, including Freedom of Information and Data Protection. Kildare County Council shall comply with the National Records Retention Policy and any other relevant records retention policies.

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.