



Comhairle Contae Chill Dara  
Kildare County Council

## **Candidate Information Booklet**

**PLEASE READ CAREFULLY**

# **Senior Technical Support Officer (Grade VI - IS Analyst Developer Grade )**

**Closing date for receipt of completed application forms is 4.00 p.m.  
on the 8<sup>th</sup> February 2024.**

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



# Comhairle Contae Chill Dara Kildare County Council

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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/Newbirdge, 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

This is an opportunity to gain employment in the role of Senior Technical Support Officer with Kildare County Council.

## The Position & Role

The role will be primarily based in Naas but also requires technical support to be provided at all Council locations throughout the county.

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

## The Role

- Manage the IT help desk as a customer focused service.
- Ensure ITIL best practices are implemented and maintained.
- Supervise the IT Technical Support team.
- Have oversight on incidents, requests, and problem management.
- Provide Tier 2 Technical Support and work closely with the IT project leaders.
- 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 support the strategic objectives of Kildare County Council.

- To act as a senior internal ICT specialist, leading where necessary in the delivery of solutions to complex technical issues.

### **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 Senior Technical Support Officer Grade as vacancies arise.

### **The Candidate**

It is desirable that candidates demonstrate through their application form and at the interview that they have:

- 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, can work under pressure and to 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.

### **Duties and Responsibilities**

The duties of the post include the following:

- Supervise the IT helpdesk with oversight on incidents, requests and problem management while ensuring a high level of customer service is maintained.
- Manage staff within the IT technical support team. Ensure they maintain their customer focus, are kept current with new technological developments, are organised for efficient and effective service delivery, and continuously seek to improve processes and procedures.
- Proactively support and manage the ICT infrastructure environment including networks, servers, printing, desktop/laptop, and mobile systems. Ensure that the IT Operations function acts as the liaison between the Council and suppliers and as a supplier of services.
- Assist in ensuring business continuity and disaster recovery technologies and processes are appropriate to the organisation's needs and risk management policies.
- Actively assist in monitoring and improving ICT security.
- Ensure changes affecting the ICT infrastructure take place in a controlled and auditable manner.
- Ensure the Council maintains license compliance and makes the most cost-effective use of ICT licenses.

- Assist with the compilation of technical specifications relating to the development or procurement of new information systems or ICT infrastructure, assisting in the developing of Business Cases if appropriate.

And any other such duty as may be assigned from time to time.

**Note: This is an Analyst Developer Grade but is not a programming / developer related post.**

**Experience with the following products or similar is desirable but not essential:**

- SOC/SIEM
- ServiceDesk and Asset Management
- Endpoint protection & Encryption
- Mobile Device Management
- Firewall & Cloud network security
- Network Administration
- Microsoft Office 365/TEAMS environment
- VPN/PAM remote working solutions.
- Secure Print Management Solution
- PABX/Cloud telephony
- SAN and virtualized server environment.

## **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:

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

- (A) A qualification at Level 8 on the National Framework of Qualifications (NFQ) major award (i.e. honours degree), in a relevant computing discipline **and** at least 3 years directly relevant, recent ICT hands-on 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 4 years directly relevant, recent ICT hand-on experience from your employment to date\*

**OR**

- iii. (B) A Level 7 on the National Framework of Qualifications (NFQ) major award qualification in a relevant computing discipline **and** at least 4 years directly relevant, recent ICT hands-on experience from your employment to date\*

**OR**

- iv. (C) A Level 6 on the NFQ major award qualification in a relevant computing discipline **and** at least 5 years directly relevant, recent ICT hands-on experience from your employment to date\*

**AND**

- v. Have a satisfactory knowledge or public service organisation or the ability to acquire such knowledge.

\*Relevant ICT hands-on experience 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, 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.

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

### **Competencies for the post of Senior 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:

<b>Performance Management and Change</b>	<ul style="list-style-type: none"> <li>• Demonstrates flexibility and an openness to change.</li> <li>• Challenges the status quo to see how systems, processes and practices may be improved.</li> <li>• Recognises that people react differently to change and manages this accordingly.</li> <li>• Can work with multiple stakeholders to implement change</li> </ul>
<b>Performance through People</b>	<ul style="list-style-type: none"> <li>• Demonstrates the ability to build effective teams and motivate and engage staff and stakeholders to achieve quality results.</li> <li>• Can manage the role, performance, and contribution of each staff member for which they are responsible.</li> <li>• Has excellent interpersonal, presentation and communications skills.</li> <li>• Demonstrates the ability to develop and maintain positive and beneficial relationships with a wide range of stakeholders including citizens, elected members and staff.</li> </ul>
<b>Delivering Results</b>	<ul style="list-style-type: none"> <li>• Translate the business/team plan objectives into clear priorities and actions for their area of operation.</li> <li>• Takes responsibility for the delivery of results and for bringing projects and tasks to completion in their area of operation.</li> <li>• Makes timely, informed, and effective decisions and shows good judgement and balance in making decisions or recommendations.</li> <li>• Establishes high quality service and customer care standards.</li> </ul>
<b>Personal Effectiveness</b>	<ul style="list-style-type: none"> <li>• Remains calm under pressure and has the ability to manage the delivery of several tasks/projects concurrently.</li> <li>• Manages their time effectively, focusing on essential tasks and responsibilities.</li> <li>• Is positive and enthusiastic about the role and is motivated in the face of difficulties and obstacles.</li> <li>• Takes initiative and seeks opportunities to exceed goals in service delivery.</li> </ul>
<b>Knowledge, Experience and Skills</b>	<ul style="list-style-type: none"> <li>• Knowledge and understanding of the structure and functions of local government including service requirements.</li> <li>• Knowledge of current local government issues.</li> <li>• Understanding of the role of a Senior Technical Support Officer.</li> <li>• Knowledge and experience of working in a complex and fast paced IT environment.</li> </ul>

## **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.

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**

Senior Staff 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**

€53,345 per annum to €60,828 per annum (maximum)

€62,994 per annum (LSI 1) (after 3 years satisfactory service at maximum)

€65,172 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 1<sup>st</sup> January to 31<sup>st</sup> 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](mailto: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 four main competencies.

- 1. Performance 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.

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.