



DUN LAOGHAIRE RATHDOWN COUNTY COUNCIL

Chomhairle Chontae Dhún Laoghaire – Rath An Dúin

CANDIDATE INFORMATION BOOKLET

INFORMATION SYSTEMS TECHNICAL OFFICER (ANALOGOUS TO GRADE V (COMP. I.D. 010448))

OIFIGEACH TEICNIÚIL NA gCÓRAS FAISNÉISE (ANALÓGACH LE GRÁD V)

**COMPLETED APPLICATIONS MUST BE RECEIVED BY THE CLOSING DATE
12 NOON ON 13th JULY 2023**

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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.

For the purpose of satisfying the requirement as to health, it will be necessary for each successful candidate, before he/she is appointed, to undergo at their expense, a medical examination by a qualified medical practitioner to be nominated by the Local Authority. On taking up employment, the expense of the medical examination will be refunded to the candidate.

3. EDUCATION, TRAINING, EXPERIENCE, ETC.

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

- I. 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. 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. 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. 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, Office 365 etc.

4. DUTIES

The duties will include the following:

Technical Support

- Troubleshooting Laptops, PCs, tablets, phones, printers, Servers, 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
- ITIL Helpdesk service
- Installation of new hardware
- InTune
- Defender for endpoints
- Office 365 support
- Mobile Device Setup and Management

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

IT systems support

- Vmware
- Windows Servers
- SQL and Oracle based systems
- Web applications
- GIS support
- Microsoft 365 including Sharepoint Online, Dynamics 365
- Microsoft PowerPlatform
- Maintenance and support of existing browser-based applications

Operations/Administration

- Data integration/warehousing/interfaces operations
- Data Analysis
- Data entry
- Business Analysis and producing technical specifications for new applications
- Document management and control
- Support for existing in-house systems
- Backup operations
- Cyber Security operations
- Contract and Supplier Management
- Administration – Various administrative office duties that may be assigned such as Purchase Ordering, budgeting, report writing etc

Dynamic Positions

Due to the dynamic nature of I.T, the pace of developments of both systems and tools, and the changing business requirements for ICT within Dun Laoghaire Rathdown County Council, all ICT posts require a flexibility to work in other IT areas as needs change. All job contracts offered will contain duties which have generic or core components and require staff adaptability to undertake IT work at a similar level elsewhere in the IT structure. Hence the descriptions above reflect the immediate and foreseeable needs and as these needs or the working environment changes, staff will have to acquire up-to-date skills for the new roles.

Note: The role does not involve programming or coding.

COMPETENCY FRAMEWORK

Candidates are expected to be able to demonstrate in their application and at interview that they possess these competencies through the experience and skills they have gained to date.

<p>Specialist Knowledge, Expertise and Self Development</p>	<ul style="list-style-type: none"> • Clearly understands the role, objectives and targets and how they fit into the work of the unit and Department/Organisation. • Develops the expertise necessary to carry out the role to a high standard and shares this with others • Is proactive in keeping up to date on issues and key developments that may impact on own area, the Department and/ or wider public service • Consistently reviews own performance and sets self-challenging goals and targets • Has significant expertise in his/her field that is recognised and utilised by colleagues • Has experience of applying expertise to deliver results.
<p>Delivery of Results</p>	<ul style="list-style-type: none"> • Assumes personal responsibility for and delivers on agreed projects / objectives/ goals • Manages and progresses multiple projects and work activities successfully • Accurately estimates time parameters for projects and manages own time efficiently, anticipating obstacles and making contingencies for overcoming these • Maintains a strong focus on meeting the needs of customers at all times • Ensures all outputs are delivered to a high standard and in an efficient manner • Use resources effectively, at all times challenging processes to improve efficiencies. • Evaluates outcomes achieved, identifies learning and implements improvements required.
<p>Personal, Interpersonal & Communication Skills</p>	<ul style="list-style-type: none"> • Remains calm under pressure and operates effectively in an environment with significant complexity and pace. • Is enthusiastic, self-motivated and persistent when faced with difficulties. • Communicates in a fluent, logical, clear and convincing manner verbally and in writing • Is able to understand communication from others effectively and develop a two-way dialogue quickly • Maintains a strong focus on meeting the needs of internal and external customers • Effectively influences others to take action • Works to establish mutual understanding to allow for collaborative working • Works effectively to build relationships with internal and external stakeholders

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PARTICULARS OF THE POSITION

1. The office is permanent, whole-time and pensionable.

2. **SALARY**

Salary scale is as follows;

€47,339, €48,811, €50,285, €51,761, €53,248, €54,981 (LSI 1) €56,721 (LSI 2) (Rate at 01/03/23)

In accordance with Departmental Circular letter EL 02/2011, a person who is not a serving local authority employee on or after 1st January 2011, will enter the scale for the position at the minimum point.

Entry point to this scale will be determined in accordance with Circulars issued by the Department of the Housing, Local Government & Heritage.

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

The salary shall be fully inclusive and shall be as determined from time to time. Holders of the office shall pay to the Local Authority any fees or other monies (other than their inclusive salary) payable to or received by them by virtue of their office or in respect of any services, which they are required by or under any enactment to perform.

3. **SUPERANNUATION CONTRIBUTION:**

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 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 dependent 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 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.

RETIREMENT:

New Entrants recruited to the Public Service on or after 1 January 2013

Pensionable public servants (new joiners) recruited to the Public Service for the first time on or after 1 January 2013 (the commencement date of the Single Scheme) will be members of the Public Service Pensions (Single Scheme and Other Provisions) Act 2012.

Pension age

Minimum pension age of 66 (rising to 67 and 68 in line with State Pension age changes).

Compulsory retirement age

Scheme members must retire at the age of 70.

In all other cases, staff recruited on or after 1 January 2013 who were employed in the Public Service on 31 December 2012 or within a period prior to 31 December 2012 not exceeding 26 weeks will retain their existing pension scheme terms and conditions.

In certain circumstances, e.g. where the public servant was on secondment or approved leave or remains on the same contract of employment, the 26-week rule does not apply.

Incentivized Scheme for Early Retirement (ISER)

It is a condition of the Incentivized Scheme for Early Retirement (ISER) as set out in Department Finance Circular 12/09 that retirees, under that Scheme, are debarred from applying for another position in the same employment or the same sector. Therefore, such retirees may not apply for this position.

4. HOURS OF WORK

All new entrants to the Local Authority sector and any individuals on new appointments or promotion will work 35 hours per week.

5. PROBATION:

When a person is not already a permanent officer of a Local Authority and is appointed to a permanent office the following provisions shall apply, that is to say

- a) There shall be a period after such appointment takes effect during which such person shall hold office on probation;
- b) Such period shall be one year but the Chief Executive may, at her discretion, extend such period;
- c) Such person 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 person in such office is satisfactory.

6. ANNUAL LEAVE:

Annual leave entitlement for the position of I.S Technical Officer is **30** days per annum in accordance with Department of Environment, Community and Local Government Circular LG(P) 07/2011

7. DUTIES

The particular duties and responsibilities attached to the post may vary from time to time, without changing the general character of the duties or level of responsibilities entailed. The post holder may therefore be required to perform duties appropriate to the post, other than those detailed above, and to take instructions from and report to, an appropriate Officer or such designated Officer as may be assigned from time to time by the Council.

The duties of the post are to give to the local authority and to

- a) The local authorities or bodies for which the Chief Executive is Chief Executive, and
- b) 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 referred to in sub-paragraph (a) of this paragraph under the general direction and control of the Chief Executive or of such officers as the Chief Executive may from time to time determine, such appropriate computing, technical, management, administrative, executive, supervisory, advisory and ancillary services 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 and to exercise such powers, functions and duties as may be delegated to them by the Chief Executive from time to time including the duty of servicing all committees that may be established by any such local authority or body. The holder of the post will, if required, act for an officer of a higher level.

The duties shall be such as shall be assigned by the local authority from time to time, and shall include the duty of deputising for other officers of the local authority when required. The duties shall also include such duties as may be assigned in relation to the area of any other local authority.

8. LOCATION & RESIDENCE

Holders of the office shall reside in the district in which their duties are to be performed or within a reasonable distance thereof. Dun Laoghaire-Rathdown County Council reserves the right to assign Employees to any premises in use by the Council, now or in the future subject to reasonable notice.

9. RECRUITMENT:

Pursuant to article 8 of the Local Government (Appointment of Officers) Regulation, 1974, the Minister has given directions as follows:

- i. Selection of candidates for appointment shall be by means of a competition based on an interview conducted by or on behalf of the Local Authority. The interview will be competency based and marks will be awarded under the competency skill sets identified for the position of I.S Technical Officer as outlined above. Candidates will also be required to demonstrate knowledge of the key duties and responsibilities for this role. Candidates will be required to pay any expenses incurred by them in attending the interview.
- ii. DLRCC 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 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.
- iii. A panel may be formed on the basis of such interviews. Candidates whose names are on a panel and who satisfy the Local Authority that they are otherwise suitable for appointment may within the life of the panel be appointed as appropriate vacancies arise. The life of the panel will not be more than one year reckoned from the date of the formation of the panel unless extended.
- iv. The Local Authority 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 appointments within such period or such longer period as the Local Authority in its absolute discretion may determine, the Local Authority shall not appoint them.
- v. Completed applications, on the official form, should be emailed to careers@dlrcoco.ie and should reach Human Resources, County Hall, Marine Road, Dun Laoghaire, Co. Dublin not later than **12 noon on Thursday 13th July 2023**. Applications received after this date will not be considered.
- vi. An applicant who withdraws their application at any stage of the competition will not be permitted to re-enter the competition at a later stage. Any claim in relation to the late receipt of application forms will not be entertained.

ADDITIONAL RELEVANT INFORMATION FOR APPLICANTS

- The National Vetting Bureau (Children and Vulnerable Persons) Act 2012 to 2016 came into effect on 29th April 2016. The Act places a statutory obligation on DLRCC to ensure that 'any work or activity which is carried out by a person, a necessary and regular part of which consists mainly of a person having access to, or contact with children or vulnerable persons will be subject of Garda Vetting'.
- Subject to the provisions of the Freedom of Information Act 2014, applications will be treated in strict confidence.
- It is important to remember that this is a competitive process for a role where integrity is paramount. Sharing information on the selection / interview process e.g. through social media or any other means, may result in a candidate being disqualified from the competition.
- DLRCC does not allow the unsanctioned use of any type of recording equipment on its premises. This applies to any form of sound recording and any type of still picture or video recording, whether including sound recording or not, and covers any type of device used for these purposes.
- 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.
- A candidate who does not attend for interview when and where required by the Council, or who does not, when requested, furnish such evidence as DLRCC required in regard to any matter relevant to their candidature, will have to further claim to consideration.

Applications on the official form should reach the Human Resources Department, County Hall, Marine Road, Dun Laoghaire, Co Dublin not later than **12 noon on Thursday 13th July 2023.**

Note Re: Canvassing

Any attempt by a candidate themselves, or by any person(s) acting at their instigation, directly or indirectly by means or written communication or otherwise, to canvas 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 they are seeking.

Dun Laoghaire-Rathdown County Council is committed to a policy of equal opportunity and encourages applications under all nine grounds of the Employment Equality Act.