

# Candidates Information Booklet

## I.S. Technical Support Officer

**Closing Date**  
**5.00pm Thursday 23<sup>rd</sup> October 2025**

**Wexford County Council is committed to a policy of equal opportunity**

This competition is being managed by:

*Ronan Griffin*  
*Recruitment Desk*  
*HR Section*  
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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.

## **3. EDUCATION, TRAINING, EXPERIENCE, ETC**

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

- (a) (i) A qualification at Level 8 on the National Framework of Qualifications (NFQ) major awards (i.e. honours degree) or higher in a relevant computing discipline plus 2 years directly relevant, recent ICT experience.

OR

- (ii) A qualification at Level 8 on the National Framework of Qualifications (NFQ) major awards (i.e. honours degree) with computing taken in the final year and at least 3 years directly relevant, recent ICT experience.

OR

- (iii) A qualification at Level 7 on the National Framework of Qualifications (NFQ) major awards (i.e. ordinary degree) or higher in a relevant computing discipline plus 3 years directly relevant, recent ICT experience.

OR

- (iv) A qualification at Level 6 on the National Framework of Qualifications (NFQ) major award in in a relevant computing discipline plus at least 4 years directly relevant, recent ICT experience.

**and**

- (b) 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 and 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, etc.

## **Desirable Skills and Experience**

- Installation, configuration and support of PCs, laptops, mobile devices
- Networking skills and experience with Firewalls, Routers and Switches
- Virtualisation Technologies such as VMware
- Knowledge of CRM platform and workflows
- Business Intelligence reporting and dashboards such as PowerBI
- Microsoft technologies such as Office, SQL Server, SharePoint, PowerApps, .NET
- FME (Feature Manipulation Engine)

## **4. 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.

## **PERSON PROFILE**

### **DUTIES:**

The duties of the post shall be to give to the local authority under the direction and supervision of its appropriate employee, such services of an executive, supervisory and advisory nature as are required for the exercise and performance of any of its powers and duties and shall include the duty of deputising for other employees of the local authority, when required, and such duties as may be required in relation to the area of any other local authority.

The duties of the post will be as assigned from time to time by the Head of Information Systems and may include:

- Provide technical support in an effective and responsive manner to Staff and Elected Members
- Installation, configuration and support of PCs, laptops and mobiles

- Install hardware and software solutions to support database, web and spatial applications
- Maintenance, problem solving and support of existing systems and infrastructure
- Evaluating client requirements and presenting solutions
- Identifying and evaluating inefficiencies and recommending optimal technology solutions
- Implementation and support of business systems
- Developing and supporting online services on the CRM platform
- Developing and supporting PowerApps
- Implementing Business Intelligence dashboards
- Supporting and contributing to ICT plans, policies and procedures
- Test and evaluate new technology
- Working on IT related projects as required
- Undertake training as appropriate to ensure knowledge and expertise is kept up to date
- Keep abreast of information technology evolution and identify opportunities for such technologies to be gainfully utilised by the Council
- Complete all mandatory training successfully
- Undertake other appropriate duties assigned from time to time.

Due to the dynamic nature of the IS environment and the pace of change of systems and equipment, allied to the constantly developing business requirements within Wexford County Council, all IS Section posts require a flexibility to work on other IS areas as circumstances change. While the listing above sets out core components related to this post, staff may be required to undertake IS work at a similar level in other areas of the IS Department structure.

### **Candidates must also:**

- have excellent interpersonal, communication and presentation skills
- possess strong written and verbal communication skills
- proven ability to collaborate and work as part of a team
- have satisfactory knowledge of Local Government in Ireland
- have the knowledge and ability to discharge the duties of the post concerned;
- be suitable on grounds of character;
- be suitable in all other relevant respects for appointment to the post concerned, candidates, if successful, will not be appointed to the post unless they agree to undertake the duties attached to the post and accept the conditions under which the duties are, or may be required to be, performed;
- are fully competent and available to undertake, and fully capable of undertaking, the duties attached to the position.

### **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:

<b>Management and Change</b>	<ul style="list-style-type: none"> <li>• Embeds good ICT governance practices into day to day activities, practices and processes</li> <li>• Develops and maintains positive and beneficial relationships with relevant interests</li> <li>• Ability to sustain a positive image and profile of the local authority</li> </ul>
<b>Delivering Results</b>	<ul style="list-style-type: none"> <li>• Acts decisively and makes timely, informed and effective decisions</li> <li>• Establishes high quality service and customer care standards within an ICT environment</li> <li>• Ability to manage the allocation, use and evaluation of resources to ensure they are used effectively to deliver on operational plans</li> <li>• Ability to drive and promote reduction in costs and minimisation of waste</li> </ul>
<b>Performance through People</b>	<ul style="list-style-type: none"> <li>• Demonstrate excellent ICT Team skills</li> <li>• Ability to participate in a positive, diverse and productive section, unit or team effectively</li> <li>• Ability to recognise the value of and requirement to communicate effectively</li> <li>• Demonstrate good interpersonal skills</li> <li>• Demonstrates effective verbal and written communication skills</li> </ul>
<b>Personal Effectiveness</b>	<ul style="list-style-type: none"> <li>• Demonstrates initiative and creativity in the implementation of ICT</li> <li>• Demonstrates enthusiasm and positivity about the role within an ICT environment</li> <li>• Demonstrates ability to manage time and workload effectively</li> <li>• Demonstrates resilience, personal well-being and motivation</li> <li>• Demonstrates commitment to integrity &amp; good public service values</li> <li>• Understanding the structures and environment within which the local authority sector operates and the role of the I.S. Technical Support Officer in this context</li> <li>• Knowledge of current local government issues and strategic direction of local government</li> </ul>

## **SELECTION PROCESS**

Applications will only be accepted on the official Wexford County Council application form as advertised with the post.

Application forms must be typed and as fully complete as possible. *(see note at the end of this document in relation to completing online application form)*

Applications will not be accepted after the specified closing date and time.

Applications will only be accepted by email to: **recruitment@wexfordcoco.ie** no later than the closing date and time of: **5.00 pm on Thursday, 23<sup>rd</sup> October 2025**

**The selection process may include any or all of the following:**

- The number of persons seeking admission to a competition generally exceeds that required to fill the available posts and while candidates may meet eligibility it is not practical to interview everyone. In those cases, the Local Authority may employ a shortlisting procedure. The number of candidates to be invited for interview shall be determined by the Local Authority against criteria specified for the position and only on the basis of the information contained in the candidates application form;
- Completion of an online questionnaire or any other tests or exercises deemed appropriate by the Local Authority;
- A competitive preliminary and/or final interview, conducted by or on behalf of the Local Authority, this may include interviews being held remotely;
- The Local Authority may create a panel from which future vacancies at the specified grade may be filled.

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 to 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 from the position being sought.

Wexford County Council will not be responsible for any expense a candidate may incur in attending for interview.

The Local Authority 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 he/she fails to take up the appointment within such a period or such longer period as the Local Authority in its absolute discretion may determine, the Local Authority shall not appoint him/her.

**You will receive an acknowledgement receipt of your email application. Should you not receive an acknowledgement, please email recruitment@wexfordcoco.ie.**

**CONDITIONS OF SERVICE**

**1. Tenure:**

The post is whole-time, permanent and pensionable.

Persons who become pensionable employees of a Local Authority who are liable to pay 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).

All persons who become pensionable employees of a Local Authority will be required in respect of the Local Government (Spouses and Children's Contributory Pension) Scheme to contribute to the Local Authority at the rate of 1.5% of their 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) in accordance with the terms of the Scheme.

For new entrants under the *Single Public Service Pension Scheme* effective from 01/01/2013, superannuation contributions are 3.5% of net pensionable remuneration and 3% of pensionable remuneration.

## **2. Probation:**

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

- (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 6 months but the Chief Executive may, at his discretion, extend such period;
- (c) such person shall cease to hold office at the end of the period of probation, unless during such period the Chief Executive has certified that the service of such person is satisfactory.

## **3. Salary:**

The salary shall be fully inclusive and shall be as determined from time to time. Holders of the post 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 employment or in respect of services which they are required by or under any enactment to perform. An allowance may also be payable in respect of travel expenses and subsistence.

**€51,722 - €53,266 - €54,844 - €56,454 - €58,076 - €59,967 (LSI 1) - €61,865 (LSI 2)**

Entry point to this scale will be determined in accordance with Circulars issued by the Department of Environment, Community and Local Government.

Appointees who are not existing public servants will enter at the minimum point of the scale.

## **4. Health:**

For the purpose of satisfying the requirement as to health, it will be necessary for successful candidates, before being appointed, to undergo at their expense, a medical examination by a qualified medical practitioner to be nominated by the local authority. Defects reported as a result of this examination must be remedied before appointment. On taking up appointment, the expense of the medical examination will be refunded to the candidate.

## **5. Retirement/Superannuation**

### Single Public Service Pension Scheme:

Effective from 1<sup>st</sup> January, 2013, The *Single Public Service Pension 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.

All new entrants to pensionable public service employment on or after 1 January, 2013 are, in general, members of the Single Scheme.

Pension Age: Minimum pension age of 66 years (rising to 67 and 68 in line with State Pension age changes). Scheme Members must retire at the age of 70 years.

### New entrants to the public service appointed on or after 1<sup>st</sup> April, 2004.

Retirement Age will be determined by the terms of the Public Service Superannuation (Miscellaneous Provisions) Act, 2004. The Act introduces new retirement provisions for new entrants to the public service appointed on or after 1<sup>st</sup> April, 2004. For new entrants there is no compulsory retirement age and 65 is the earliest age at which retirement benefits can be paid. In all other cases, 60 years is the minimum retirement age, with 70 years being the maximum retirement age.

## **6. Driving Licence**

When required to do so holders of the office may be required to drive a motor car in the course of their duties and should therefore, hold a full driving licence for Class B vehicles free from endorsement and disqualification.

## **7. 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.

This competition is being run by Wexford County Council. For general queries please contact the following:

Ronan Griffin  
Recruitment Desk  
HR Section  
Wexford County Council  
053 919 6378  
E: [recruitment@wexfordcoco.ie](mailto:recruitment@wexfordcoco.ie)

## **Notes for completing the online application form:**

- Download the form and save it first.



- Open it with the latest version of Adobe reader.
- You will then be able to type in the form.
- You can only copy and paste small amounts at a time if you are copying from another location.
- Save the document as you go.
- The application does not support bold text or the use of bullet points

### **Additional Relevant Information**

- 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 the council requires in regard to any matter relevant to their candidature, will have no further claim to consideration.
- An invitation to attend for interview is not regarded as an admission that you possess the prescribed qualifications and/or requirements for this post. Documentary proof will be required before appointment where you claim credit for particular qualification, experience, etc.
- Information provided by the candidate in the application form will be used for the purpose of this competition only. By applying for the 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 25<sup>th</sup> May 2018, replacing the existing data protection framework under the EU Data Protection Directive. When you submit an application for a competition, we create a computer record in your name. Information submitted as part of your 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.
- **Former Public Service Employees**  
Candidates should note that anyone who has taken part in public service early retirement schemes set out below is not eligible to take part in this competition.

#### **Incentivised Scheme for Early Retirement (ISER):**

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

#### **Department of Health and Children Circular (7/2010):**

The Department of Health Circular 7/2010, dated 1<sup>st</sup> November 2010 introduces a Targeted Voluntary Early Retirement (VER) Scheme and Voluntary Redundancy Schemes (VRS). It is a condition of the VER scheme that persons availing of the scheme will not be eligible for

re-employment in the public health sector or in the wider public service or in a body wholly or mainly funded from public funds.

The same prohibition on re-employment applies under the VRS, except that the prohibition is for a period of 7 years, after which time any re-employment will require the approval of the Minister for Public Expenditure and Reform. People who availed of either of these schemes are not eligible to compete in this competition.

### **Collective Agreement: Redundancy Payments to Public Servants**

The Department of Public Expenditure and Reform letter dated 28<sup>th</sup> June 2012 to Personnel Officers introduces, with effect from 1<sup>st</sup> June 2012, a Collective Agreement which had been reached between the Department of Public Expenditure and Reform and the Public Services Committee of the ICTU in relation to ex-gratia Redundancy Payments to Public Servants. It is condition of the Collective Agreement that persons availing of the agreement will not be eligible for re-employment in the public services by any public service body (as defined by the Financial Emergency Measures in the Public Interest Act 2009-2011) for a period of 2 years from termination of the employment. Thereafter the consent of the Minister for Public Expenditure and Reform will be required prior to re-employment. People who availed of this scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility) and the Minister's consent will have to be secured prior to employment by any public service body.

- **Declaration**

Applicants will be required to declare whether they have previously availed of a public service scheme of early retirement. Applicants will also be required to declare any entitlements to a Public Service pension benefit (in payment or preserved) from any other Public Service employment and/or where they have received a payment-in-lieu in respect of service in any Public Service employment.

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