

## **Candidates Information Booklet**

### **I.S. Technical Support Officer**

**Closing Date:  
5.00 pm Thursday 23<sup>rd</sup> May 2019**

**WEXFORD COUNTY COUNCIL**

**QUALIFICATIONS FOR POST OF**

**I.S. TECHNICAL SUPPORT OFFICER**

1. **CHARACTER :**

Candidates shall be of good character.

2. **AGE :**

Each Candidate who reaches the age of 65 years prior to appointment will cease to be eligible for appointment.

3. **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.

4. **EDUCATION, TRAINING, EXPERIENCE, ETC. :**

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

(a) Hold a recognised Diploma or Degree or equivalent professional qualification in an IT- related discipline

**Or**

(b) Have a minimum of 2 years' experience within an IT function or team which supported a complex and diverse service organisation.

*The following skills are desirable:-*

- (a) Excellent communication, facilitation and administrative skills
- (b) The ability to work alone and as part of a team
- (c) The ability to initiate projects and sustain a complex workload.

Preference will be given to candidates with experience and expertise in the following;

- (a) Desktop, Mobile and Application support
- (b) Infrastructure and Network support
- (c) Systems implementation and support
- (d) Delivery of IT solutions

## **WEXFORD COUNTY COUNCIL**

### **POST OF I.S. TECHNICAL SUPPORT** **PARTICULARS OF EMPLOYMENT**

#### **THE ROLE OF I.S. TECHNICAL SUPPORT OFFICER**

The Information Systems Technical Support Officer is a key support position within Wexford County Council's Information Communication Technology (ICT) Department and is assigned to providing front line support to Wexford County Council users. The role will also involve a high level of hands-on operational duties in a number of technical areas.

The Information Systems Technical Support Officer role requires excellent ICT skills, excellent administrative, interpersonal, communication and other particular skills and expertise depending on assignment.

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 duties listed below 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.

#### **Duties of the Role:**

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 principal duties and responsibilities will be to perform the duties appropriate to the post of IS Technical Support Officer that may be assigned by the Head of Information Systems, and shall include the following duties:

- 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, websites and intranet
- 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
- Undertake other appropriate duties assigned from time to time.

## **The Person**

The successful candidate will demonstrate:

- A clear understanding of the role of I.S. Technical Support Officer
- Ability to work effectively in a team environment and maintain productive working relationships within the organisation and with customers
- Experience of planning/prioritising to meet targets and delegating work appropriately
- Experience of problem solving/decision making
- Openness and a willingness to adopt new ways of working and involve others in change
- A clear understanding of local government services in order to achieve effective service delivery
- Knowledge of current local government issues & key policies guiding the local government sector

## **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:

***The ideal candidate for this position should possess the following competencies:***

### **Management & Change:**

- 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

### **Delivering Results:**

- 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

### **Performance through People:**

- Demonstrate excellent ICT Team skills
- Ability to participate in a positive, diverse and productive section / unit or team effectively
- Ability to recognise the value of and requirement to communicate effectively
- Demonstrates good interpersonal skills
- Demonstrates effective verbal and written communication skills

### **Personal Effectiveness:**

- Demonstrates initiative and creativity in the implementation of ICT
- Demonstrates enthusiasm and positivity about the role within an ICT environment
- Demonstrates ability to manage time and workload effectively
- Demonstrates resilience, personal well-being and motivation
- Demonstrates 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 of current local government issues and strategic direction of local government

**WEXFORD COUNTY COUNCIL**

**POST OF I.S. TECHNICAL SUPPORT OFFICER**  
**PARTICULARS OF EMPLOYMENT**

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

Persons who become pensionable employees 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 dependant or qualified children).

All persons who become pensionable employees of a Local Authority will be required in respect of the Local Government (Spouses and Childrens 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 dependant 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 employee 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 such employment on probation;
- (b) such period shall be one year but the Chief Executive may, at his discretion, extend such period;
- (c) such person shall cease to hold such employment 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.

SALARY: €42,041 – €50,490 per annum.

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

**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 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.

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. RECRUITMENT:**

Selection shall be by means of a competition based on an interview conducted by or on behalf of the Local Authority,

- (i) A local authority may decide, by reason of the number of persons seeking admission to a competition, to carry out a short listing procedure. The number of persons to be invited to interview shall be determined by the local authority.

- (ii) Panels may be formed on the basis of the interviews. Candidates whose names are on a panel and who satisfy the local authority that they possess the qualifications declared for the post and 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, unless extended, will not exceed 12 months.
- (iii) The County Council will not be responsible for any expenses a candidate may incur in attending for interview.

**7. RESIDENCE:**

Holders of the post shall reside in the district in which their duties are to be performed or within a reasonable distance thereof.

**8. PERIOD OF ACCEPTANCE**

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 period or such longer period as the Local Authority in its absolute discretion may determine, the Local Authority shall not appoint him/her.

**WEXFORD COUNTY COUNCIL IS AN EQUAL OPPORTUNITIES EMPLOYER**