### COMHAIRLE CONTAE MHUINEACHÁIN

### MONAGHAN COUNTY COUNCIL



**Candidate Information Booklet**

Information Systems (IS) Technical Support Officer

(analogous to Grade V)

**Closing Time and Date: 4.00pm on Friday, 8th January 2021**

Monaghan County Council is committed to a policy of equal opportunity.

Information Systems (IS) Technical Support Officer

**Qualifications**

1. **Character**

 Each candidate must be of good character.

**2. 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.

**3. Education, Training, Experience, etc**

Each candidate must, on the latest date for receipt of completed applications, have a

1. Diploma in Computer Studies (Level 6) or an equivalent accredited certified qualification in an ICT related discipline,
2. Minimum 2 years’ experience working within an ICT function or team supporting corporate network, associated infrastructure and users,
3. Demonstrable knowledge and experience in the following areas:
	* Operating in a formal corporate ICT support desk environment including hardware, operating systems, and application support,
	* Microsoft Server and Desktop Operating Systems (Microsoft Server 2008R2 and later, Microsoft Windows 7 and 10)
	* Microsoft Office Suite including Office 365,
	* Network administration and communications infrastructure support,
	* Communication and network protocols,
	* Network security systems (Firewall, Antivirus, Content filtering, OpenDNS, encryption, etc.),
	* Problem analysis and issue resolution
	* Multifunction printer devices and scanners
	* Mobile technology and OS (android and iOS)
4. Excellent communication, facilitation and administrative skills
5. Commitment to excellent customer service
6. Ability to work alone and as part of a team
7. Ability to initiate projects and sustain a complex workload

**4. Desirable Requirements**

Degree in Information Technology and/or additional certification in CISCO, Microsoft or similar technologies would be an advantage.

Experience in three or more of the following disciplines and solutions would be a significant advantage:

1. VMWare Hypervisor environment
2. Active Directory configuration and support including group policy configuration
3. VOIP telephony / Unified Communication Systems
4. Database Management Systems (MS SQL Server 2008 or later)
5. Technical support in an ICT discipline such as:
	* Web development, deployment and support for IIS
	* Mobile Application development
	* Application support of enterprise level solutions in Financial Management, Electronic Document and Records Management, CRM or ERP
6. Communication technologies including Fibre, Wireless and WiFi
7. CISCO active equipment configuration and support
8. Remote diagnostic and problem solving
9. Geographical Information Systems

**Each candidate must include on the application form details of all qualifications obtained by them. The invitation to attend for Interview is not to be regarded as an admission that you possess the prescribed qualifications and/or requirements for this post or are you qualified by law to hold the post. Documentary proof will be required before appointment where you claim credit for particular qualification, experience, etc.**

**Person Profile**

# Purpose of the position:

* The Information Systems Technical Support Officer will initially participate in a team to provide a high standard of technical support in Monaghan County Council. An ability to ensure product quality and stability and a determination to professionally manage and resolve potentially complex issues in a fast-paced environment is required.
* The Information Systems Department provides a wide range of services to Monaghan County Council and its customers. As such, due to the dynamic nature of ICT, and the changing business requirements within the Council, all ICT posts require a flexibility to work in other IT roles as needs change.

# Principal duties:

* Provide technical support for the ICT infrastructure environment including networks, servers, desktop/laptop and mobile systems. Systematically interpret user problems and identify solutions. Escalate complex or unresolved incidents within the team or to external suppliers.
* Manage and track issues from outset to conclusion, effectively communicating with all stakeholders throughout the process.
* Engage with business users to understand issues and requirements and provide advice and solutions regarding installed applications and technology.
* Install, configure, test, and document hardware, software and network components and solutions, avoiding service disruptions and ensuring coherence to security requirements and licence compliance.
* Contribute to the continuous improvement of the team with regular updates to the knowledge base.
* Provision of technical support and training to internal and external customers;
* Project management of systems implementation; participation in ongoing projects;
* Participation in the digital transformation and change management programmes currently underway;
* Participation in personal and professional development through formal and informal training;
* Attendance at and participation in meetings as required by Head of Information Systems
* Performance of other duties that may from time to time be assigned to them from time to time by the Chief Executive/Head of Information Systems/Line Manager
* Performance of other duties that may from time to time be assigned to them from time to time in accordance with Section 159 of the Local Government Act 2001.

The above specification is not intended to be a comprehensive list of all duties involved and consequently the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post while in office.

Candidates must also:

* have the knowledge and ability to discharge the duties of the post concerned;
* be suitable on the 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.

Monaghan County Council reserves the right to, at any time, assign an employee to any premises in use by the Council now or in the future.

# The Person:

Candidates will demonstrate through their application form and at the interview that he/she has:

* Dedication to providing quality and excellent service.
* Excellent problem solving and troubleshooting skills.
* Ability to work under pressure.
* Excellent customer facing skills and an ability to clearly communicate to all levels.
* Ability to take ownership of issues / tasks and work on own initiative.
* Ability to work as part of a team with strong customer service focus.
* Flexibility regarding working hours and occasional unsociable hours including weekends.
* Excellent time keeping skills and ability to meet day-to-day and project targets.
* Excellent communication and interpersonal skills, with a positive and professional attitude.
* Must be committed to self-development and be enthusiastic about acquiring new skills and embracing new technologies.

The role will be primarily based in Monaghan Town but also requires support to be provided at all Council locations throughout the county. The IS Technical Support Officer will operate under the direction of and report to the Head of Information Systems, or to any other such person as may be determined by the Council from time to time.

**Driver’s Licence**

The holder of the post shall hold a full driving licence for Class B vehicles free from endorsement/disqualification. When required to do so holders of office shall drive a motor car in the course of their duties and for this purpose provide and maintain a car to the satisfaction of the Local Authority.

# PARTICULARS OF OFFICE

1. **POSITION**

A panel will be formed from which permanent or temporary vacancies arising during the lifetime of the panel may be filled.

The post holder shall not engage in any gainful occupation, other than as an employee of a local authority, to such an extent as to impair the performance of his or her duties as an employee of a local authority or in any occupation which might conflict with the interests of the local authority or which might be inconsistent with the discharge of his duties as a local authority employee.

2. **SALARY**

Holders of the post will be paid at the appropriate point on the salary scale in accordance with the relevant Department Circulars.

### Current salary scale: €43,633, €45,020, €46,409, €47,798, €49,185, LSI 1 €50,794, LSI 2 €52,401

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 post or in respect of any services which they are required by or under any enactment to perform.

1. **DUTIES**

The duties of the office shall be to give to the local authority under the direction and supervision of its appropriate officer such services of a technical, 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 officers of the local authority, when required, and such duties as may be required in relation to the area of any other local authority.

1. **ANNUAL LEAVE**

The annual leave entitlement for this post will be 30 days per annum.

1. **SUPERANNUATION**

Officers joining the Public Service after the 1st January 2013 will be required to join the Single Public Service Pension Scheme. A Class rate of PRSI contribution will apply. A rate of 3% of their pensionable remuneration plus 3.5% of net pensionable remuneration (i.e. pensionable remuneration less twice the rate of State Pension Contributory). This includes a contribution to a Spouse’s and Children’s scheme.

Officers who became pensionable officers of the Public Service prior to 1st January 2013 and who are liable to pay the Class A rate of PRSI contribution will be required to contribute at a rate of 1.5% of their pensionable remuneration plus 3.5% of the net pensionable remuneration (i.e. pensionable remuneration less twice the rate of State Pension Contributory). You will be required to contribute at a rate of 1.5% of your pensionable remuneration to the Spouse’s and Children’s Pension Scheme.

Officers who became pensionable officers of a Public Service prior to 5th April 1995 and who are liable to play the Class D rate of PRSI contribution will be required to contribute at a rate of 5% of their pensionable remuneration. If an option to join a dependent scheme was made you will be required to contribute at a rate of 1.5% to a Dependents Pension Scheme.

1. **PROBATION**

Where persons who are not already permanent employees of a local authority are appointed, the following provisions shall apply;

(a) there shall be a period after such appointments take effect during which such persons shall hold such position on probation,

 (b) such period shall be one year but the Chief Executive may at his or her

 discretion extend such period,

(c) such persons shall cease to hold such position at the end of the period of probation unless during such period the Chief Executive has certified that the service of such persons is satisfactory.

1. **TRAINING**

Successful candidates will be required to participate in training programmes relevant to the skills necessary for the performance of the duties attaching to the post and to attend all mandatory training.

1. **GARDA VETTING/CHILD PROTECTION**

Successful candidates may be subject to the Garda Vetting Procedures and will be required to complete Appendix V of the County Council’s Child Protection Policy.

1. **HEALTH**

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 a medical examination by a qualified medical practitioner to be nominated by the local authority.

1. **WORKING HOURS**

 The successful candidate’s normal hours of work will be 37 hours per week. The

 Council reserves the right to alter the hours of work from time to time.

1. **RETIREMENT**

There is no mandatory retirement age for new entrants to the public service as defined in the Public Service Superannuation (Miscellaneous Provisions) Act 2004. Anyone who is not a new entrant to the public service, as defined in the Public Service Superannuation (Miscellaneous Provisions) Act 2004, is subject to a compulsory retirement age of 70 years or as determined in accordance with Department Circulars and in line with Government Policy. The maximum retirement age for new entrants as defined by the Public Service Pensions (Single Scheme and other provisions) Act 2012 is 70 years.

1. **RECRUITMENT**

 Selection of candidates for appointment shall be by means of a competency-based

 interview conducted by or on behalf of Monaghan County Council. Marks will be

 awarded under the following skill sets:-

* Management and Change
* Delivering Results
* Performance through People
* Personal Effectiveness

 Candidates will also be assessed at interview under the heading “Essential

 Requirements” (see information sheet attached).

1. A panel may be formed on the basis of such interview. Candidates whose names are on a panel and who satisfy the Local Authority that they are otherwise suitable for employment may within the life of the panel be appointed as appropriate vacancies arise.
2. Applicants may be short-listed on the basis of information supplied on the

Application Form and supporting documentation submitted, and only candidates shortlisted will be called for interview.

1. **ACCEPTANCE OF OFFER**

Monaghan County Council 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, Monaghan County Council shall not appoint them.

1. **RECEIPT OF APPLICATION FORMS**

Any claim in relation to the late receipt of application forms will not be entertained unless such claim is supported by a certificate of evidence of postage from the appropriate postal authority.

1. **RESTRICTIONS ON ELIGIBILITY**

 Candidates should note that anyone who has taken part in the 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 Department of Finance Circular 12/09 that retirees, under that Scheme, are debarred from applying for another position in the same employment of 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 November 2010 introduced 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.

**Declaration:**

Applicants will be required to declare whether they have previously availed of a public service scheme of incentivised 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.

1. **SHORTLISTING**

Normally the number of applications received for a position exceeds that required to fill existing and future vacancies to the position. While a candidate may meet the eligibility requirements of the competition, if the numbers applying for the position are such that it would not be practical to interview everyone, Monaghan County Council may decide that a number only will be called to interview. In this respect, Monaghan County Council may provide for the employment of a short listing process to select a group for interview who, based on an examination of the application forms, appear to be the most suitable for the position. An expert board will examine the application forms against a pre-determined criteria based on the requirements of the position.

This is not to suggest that other candidates are necessarily unsuitable or incapable of undertaking the job, rather that there are some candidates, who based on their application, appear to be better qualified and/or have more relevant experience. **It is therefore in your own interest to provide a detailed and accurate account of your qualifications/experience on the application form.**

1. Monaghan County Council is an equal opportunities employer

**ADDITIONAL RELEVANT INFORMATION FOR APPLICANTS**

* 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
* Information provided by a candidate in their application form will be used for the purpose of the Information Systems Technical Support Officer Competition. By applying for this 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 25th May 2018, replacing the existing data protection framework under the EU Data Protection Directive.

When you register with Monaghan County Council or submit an application for a competition, we create a computer record in your name. Information submitted with a job 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.

To make a request to access your personal data please submit your request by email to: dataprotectionofficer@monaghancoco.ie ensuring that you describe the record(s) you seek in the greatest possible detail to enable us to identify the relevant record(s).

**Note - Canvassing:**

***Applicants are reminded that any attempt by themselves or by any persons acting on their behalf directly or indirectly by means of written communication or otherwise to canvass or otherwise influence in the candidate’s favour any officer of the County Council or persons nominated by the Chief Executive to interview or examine applicants, will automatically disqualify the applicant for the position they are seeking***

**INFORMATION SHEET – COMPETENCY FRAMEWORK AND REQUIREMENTS**

Candidates will be expected to demonstrate sufficient evidence within their application form of their knowledge, experience, skills and competencies under each of the headings below.

|  |  |
| --- | --- |
| **Essential Requirements:** |  |
| **Knowledge, Experience and Skills** | * Demonstrates the knowledge and understanding of the structure and functions of Local Government
* Understands the role of an Information Systems Technical Support Officer
* Range and depth of experience relevant to the post.
* Understanding of health and safety
* Experience of compiling, preparing and presenting reports, presentations, correspondence etc.
 |
| **Competencies:** |  |
| **Management and 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**  | * Translates the business or team plan into clear priorities and actions for their area of responsibility
* Acts decisively and makes timely, informed and effective decisions
* Establishes high quality service and customer care standards within an ICT environment
* Ability to drive and promote reduction in costs and minimisation of waste
 |
| **Performance through People** | * Demonstrates excellent ICT Team skills
* Ability to build and lead 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** | * Takes initiative and be open to taking on new challenges or responsibilities
* Manages time and workload effectively
* Maintains a positive and constructive and enthusiastic attitude to the role.
 |