

**KILDARE COUNTY COUNCIL**

**IS ANALYST DEVELOPER GRADE –**

**SENIOR TECHNICAL SUPPORT OFFICER (GRADE 6)**

**QUALIFICATIONS AND PARTICULARS**

**CLOSING DATE 29<sup>th</sup> SEPTEMBER 2020 at 4.00 p.m.**

The office is whole time permanent and pensionable. A panel will be formed to fill permanent posts that are sanctioned during the life of the panel.

**1. Character**

Candidates shall be of good character.

**2. Health**

Candidates 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.**

Candidates must on the latest date for receipt of completed application forms for the office: -

- (a) possess the N.C.C. Higher Diploma in Computer Studies or an equivalent accredited certified I.T. qualification, and
- (b) have satisfactory experience in an information technology environment, and
- (c) have satisfactory skills in at least one of the following areas: -
  - project management,
  - systems implementation,
  - programming or applications development,
  - systems or business analysis,
  - network implementation,
  - network administration,
  - geographical information systems,
  - database information, and
  - team leadership.
- (d) The applicant must at the latest date for receipt of applications hold a full driving licence for Class B vehicles and, shall drive a car in the course of their duties and for this purpose provide

and maintain a car to the satisfaction of the local authority.  
The council must be indemnified on their insurance.

#### **4. Key Competencies**

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><b>Management and Change</b></p>	<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 and stakeholders</li> <li>• Develops realistic and challenging team plans which are consistent with the local authority's stated values and policies.</li> <li>• Ability to sustain a positive image and profile of the local authority</li> </ul>
<p><b>Delivering Results</b></p>	<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>
<p><b>Performance Through People</b></p>	<ul style="list-style-type: none"> <li>• Demonstrate excellent ICT Team skills</li> <li>• Ability to build and lead a positive, diverse and productive section / unit or team effectively</li> <li>• Is effective in communicating a complex or technical message, using language appropriate to the audience.</li> <li>• Leads, motivates and engages others to achieve quality results.</li> <li>• Leads by example in terms of commitment, flexibility and a strong customer service ethos.</li> <li>• Demonstrates, appropriate and effective behaviour when in conflict situations.</li> <li>• Demonstrate excellent interpersonal skills</li> <li>• Demonstrates effective verbal and written communication skills</li> </ul>

<b>Personal Effectiveness</b>	<ul style="list-style-type: none"> <li>• Initiative and creativity in the implementation of ICT</li> <li>• Enthusiasm and positivity about the role within an ICT environment</li> <li>• Is self-motivated and persistent in the face of difficulty.</li> <li>• Demonstrates and encourages innovation and new thinking.</li> <li>• Keeps up to date with the qualifications and knowledge necessary for the role</li> <li>• 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 a Senior Technical Support Officer in this context</li> </ul>
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## **5. The Role**

### **Purpose of the position**

- Manage the IT help desk as a customer focused service
- To manage the IT Technical Support team
- Oversight on incident, request 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 act as a senior internal ICT specialist, leading where necessary in the delivery of solutions to complex technical issues.
- To support the strategic objectives of Kildare County Council.
- To assist in the democratic mandate of the Local Authority through supporting the elected members

## **6. Personal Profile**

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

- 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 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.

The role will be primarily based in Naas but also requires 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 – Operations or Infrastructure. They must undertake those duties as assigned to them by their Supervisor.

## **7. Principal duties**

The successful applicant will be expected to:

- 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 also as a supplier of services in its own right.
- 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 licence compliance and makes most cost-effective use of ICT licences.
- 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.
- Perform other duties as assigned from time to time including 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.

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

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

- Manage Engine ServiceDesk Plus
- Sophos Central Endpoint & Encryption
- Sophos Mobile Control
- Sophos XG Firewall
- Microsoft Office 365
- Microsoft Teams
- Microsoft Intune
- Microfocus Zenworks Asset Management
- Citrix & VPN remote working solutions
- Safecom print management solution
- PABX

**8. Salary**

€47,588 per annum - €54,279 per annum (maximum)

€56,213 per annum (1st LSI) (after 3 years satisfactory service at maximum)

€58,157 per annum (2nd LSI) (after 6 years satisfactory service at maximum)

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

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.

In accordance with circular EL05/2016 existing Public Servants in analogous grades and pay scales when moving without a break from one part of the public service to another may retain current point on scale.

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 services which they are required by or under any enactment to perform.

**9. Working Hours (37 Hour Week)**

The hours of work are 9.00 a.m. to 5.24 p.m. Mondays to Fridays (rotas operate for lunchtime opening). Kildare County Council also has a flexi time system in operation, details of which are available from the Human Resources Section.

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

You may be required to work overtime on various occasions.

All hours of work will be subject to and recorded in accordance with the provisions of the Organisation of Working Time Act, 1997 and the Organisation of Working Time Act (Regulations) 2001.

### **10. Location**

Staff will be based at Áras Chill Dara, or other council facilities within the county.

Kildare County Council reserves the right to assign you to any premises in use by the Council, now or in the future.

### **11. 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 1st January to 31st December. The current leave entitlement for this post is **30** days.

### **12. Recruitment**

The appointment will be made on the result of an interview conducted by, or on behalf of, the local authority.

Candidates may be shortlisted on the basis of relevance and extent of their previous experience, as outlined on their application, and these applicants only will be called for interview.

A panel may be formed as a result of these interviews from which further IS Analyst Developer Grade – Senior Technical Support Officer (Grade 6) positions arising may be filled. Candidates whose names are on a panel and who satisfy the local authority that they possess the qualifications declared for the office and that they are otherwise suitable for appointment may be appointed as appropriate vacancies arise.

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

### **13. Medical**

For the purpose of satisfying the requirements as to health, it will be necessary for successful candidates, before they are appointed, to undergo a medical examination by a qualified medical practitioner to be nominated by the local authority. The authority reserves the right to request further medicals during the period of employment.

#### **14. Garda Vetting**

A person who is being considered for appointment may be required to complete a Garda Vetting Application, the results of which will be considered before an offer of employment is made.

#### **15. Probation**

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 one year, but the Chief Executive may, at his 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) There will be assessment(s) during the probationary period;
- e) Officers who have already completed a probationary period with another Local Authority will not be obliged to serve probation with Kildare County Council.

#### **16. Residence**

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

#### **17. Superannuation and Retirement**

If you are pensionable under the Local Government (Superannuation) (Consolidation) Scheme 1998 and are liable to pay Class A PRSI contributions, you would be required in respect of superannuation to make contributions at the rate of 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) plus 1.5% of full pensionable remuneration. You are required in respect of spouses' and children's pension benefit to contribute at the rate of 1.5% of full pensionable remuneration in accordance with the terms of schemes made under the Local Government (Superannuation) (Consolidation) Scheme 1998. Maximum retirement age is 70.

If the Public Service Superannuation (Miscellaneous Provisions) Act 2004 applies to your employment, 65 is the minimum age at which your pension may be paid. As a new entrant to the public service, under the terms of this legislation you will not be required to retire on grounds of age.

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. You may also be required to pay Spouses and Children/ Widows and Orphans contributions at the rate of 1.5% of gross pay. Maximum retirement age is 70.

Persons who become pensionable staff of a local authority for the first time on or after 01 January 2013 are assigned to the Single Public Service Pension Scheme with effect from the date of appointment. The scheme is contributory and provides pension, retirement gratuity, death gratuity and survivors benefits.

If you are pensionable under the Public Service Pensions (Single Scheme and other provisions) Act 2012, you are liable to pay the Class A rate of PRSI contribution. You are required to pay contributions as follows: 3% of gross remuneration and 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). The minimum age at which you may retire is allied with the State Contributory Pension age (currently 66, rising to 67 in 2021 and 68 in 2028). The maximum retirement age is 70.

To qualify for a pension the successful candidate must have served a minimum of two years employment in a local authority.

You are reminded that under this agreement the Council may refer you to a medical advisor at any time to determine fitness for carrying out the duties to which you have been assigned.

Further information is available from the Human Resources Department.

### **Pension Accrual**

A 40-year limit on total service that can be counted towards pension where a person has been a member of more than one existing public service pension scheme would apply. This 40-year limit, which is provided for in the Public Service Pensions (Single Scheme and Other Provisions) Act 2012 came into effect on 28 July 2012. This may have implications for any appointee who has acquired pension rights in a previous public service employment

### **Pension Abatement**

If the appointee has previously been employed in the Civil or Public Service and is in receipt of a pension from the Civil or Public Service or where a Civil/Public Service pension comes into payment during his/her re-employment that pension **will be subject to abatement** in accordance with Section 52 of the Public Service Pensions (Single Scheme and Other Provisions) Act 2012.

### **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 or 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 moneys. The same prohibition on re-employment applies under the VRS, except that the prohibition is for a period of 7 years. People who availed of the VER are not eligible to compete in this competition. People who availed of VRS scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility).

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

The Department of Public Expenditure and Reform letter dated 28th June 2012 to Personnel Officers introduced, with effect from 1st 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 a condition of the Collective Agreement that persons availing of the agreement will not be eligible for re-employment in the public service by any public service body (as defined by the Financial Emergency Measures in the Public Interest Acts 2009 – 2011) for a period of 2 years from termination of the 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).

### **18. Period of Acceptance**

The local authority shall require persons 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 longer period as the local authority in its absolute discretion may determine, the local authority shall not appoint them. The County Council will not be responsible for any expenses a candidate may incur in attending for interview.

### **19. Mobile Phone**

The person employed will be required to carry/ use a County Council mobile phone during working hours and while on call.

### **20. Travelling**

Travel expenses for official journeys will be paid at appropriate civil service rates as adjusted from time to time.