



COMHAIRLE CONTAE
CHEATHARLACH
CARLOW COUNTY COUNCIL

Candidate Information Booklet – Post of Assistant IS Technical Support Officer

CLOSING DATE: 12 noon on 5th June 2026

FOUR TYPED APPLICATION FORMS (one original completed signed copy and three full copies of the original) should be returned to:

**Administrative Officer
Human Resources Section
Carlow County Council
County Buildings
Athy Road
Carlow E93 E7R7**

Candidates who send their applications by post should allow sufficient time to ensure delivery not later than the latest time for acceptance.

Please note the following instructions:

- A Curriculum Vitae or applications by email or fax will **NOT** be accepted.
- All applications forms **must be typed** and before signing the form, please ensure that you have replied fully to all sections/questions.
- You should satisfy yourself that you are eligible under the regulations - **copy of educational results MUST be submitted with your application form, in order to determine your eligibility for this post**. The Council cannot undertake to investigate the eligibility of candidates in advance of the interview, and hence persons who are ineligible, but nevertheless, enter, may put themselves to unnecessary expense.
- Carlow County Council is **not** responsible for any expenses which may be incurred by the candidate in attendance for aptitude test or interview.
- Applications received after the closing date and time specified will **NOT** be accepted.
- Applications received that do not comply with the requirements set out in the booklet, i.e. typed application form, one original fully completed signed copy and 3 copies of the application form and copy of educational results, will **not** be accepted.
- Carlow County Council may decide, by reason of the number of persons seeking admission to the competition, to carry out a shortlisting procedure. Shortlisting will be based on qualifications, relevant experience and information submitted on the application form. The number of persons to be invited for interview shall be determined by Carlow County Council.

The Role of the Assistant IS Technical Support Officer

The Information Systems Department provides a wide range of services to Carlow 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.

The Assistant IS Technical Support Officer will participate in a team to provide a high standard of technical support in Carlow County Council. An ability to ensure product quality and stability and a determination to professionally manage and resolve a number of potentially complex issues in a fast-paced environment is required.

Key duties and responsibilities:

The post holder will be assigned to the Information Communications and Technology (ICT) Department of Carlow County Council under the Finance Directorate. The Council reserves the right to assign the post holder to any area of operation within the ICT Department including deputising for other staff members from time to time. The principal duties and responsibilities will be to perform the range of operations appropriate to the post of Assistant IS Technical Support Officer that may be assigned by the Head of Information Systems and shall include the following (non-exhaustive) duties:

- to provide Level 1 technical support for the ICT environment including low level networks issues troubleshooting, desktop/laptop and mobile systems
- to systematically interpret user problems, identify solutions and/or escalate complex or unresolved incidents within the team or to external suppliers
- to manage and track issues from outset to conclusion, effectively communicating with all stakeholders throughout the process
- to engage with business users to understand issues and requirements
- to provide advice and solutions regarding installed applications and technology
- to install, configure, test, and document hardware, software and network components and solutions, avoiding service disruptions
- to ensure coherence to security requirements and licence compliance
- to contribute to the continuous improvement of the team with regular updates to the knowledge base
- to carry out any other duties that may be assigned from time to time

Qualifications

Character

Each candidate will be of good character.

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.

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

Education, Training, Experience:

Each candidate must have a general standard of education such as would enable the satisfactory performance of the duties and must hold, at a minimum, a Certificate in a computer related discipline and in addition, the following would be desirable:

- have passed the NCC/IPA Higher Diploma in Computer Studies or an equivalent Third Level accredited, certified I.T. qualification and at least six months' relevant experience which should include:
 - strong Level 1 Support Desk experience
 - knowledge and support experience of a number of the following - Windows 10, Windows 7, Microsoft Office and Outlook, Windows Servers, LANs, WANs, WiFi, backup and recovery, anti-virus and other security systems, TCP/IP, routing and networks, Active Directory, Group Policy, VoIP telephony, encryption technologies, security systems, system monitoring and management including SCCM, Android and IOS and mobile device management, helpdesk management and audio-visual and meeting room technology
- must be able to demonstrate commitment to customer service

The Ideal Candidate will demonstrate through their application form and at 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
- commitment to self-development and be enthusiastic about acquiring new skills

Driving Licence:

Holders of the post must hold a full unendorsed driving licence for class B vehicles and 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. If you are required to travel as part of your official duties, Carlow County Council as your employer must be indemnified on your insurance policy.

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:

Candidates *Thinking Style* and approach to:

- ✓ Problem solving
- ✓ Decision making
- ✓ Analytical skills

Candidates approach to *Delivering Results*:

- ✓ Organising and planning workloads
- ✓ Business planning & reporting
- ✓ Goal setting
- ✓ Achieving efficiencies
- ✓ Quality customer service

Candidates *Interpersonal & People Orientation Skills*:

- ✓ Written and oral communications
- ✓ Persuading and influencing others
- ✓ Team-working
- ✓ Establishing and maintaining key internal and stakeholder relationships

Candidates *Personal Effectiveness*:

- ✓ Resilience and Personal Well-Being
- ✓ Commitment to integrity & Public Service Values
- ✓ Personal Motivation
- ✓ Initiative and creativity
- ✓ Understanding the structures and environment within which the local authority sector operates
- ✓ Political awareness

Particulars of Post

The Post

The post is permanent wholtime and pensionable. 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/her duties as a local authority employee.

Location of post

Carlow County Council reserves the right to assign the post holder to any council premises, now or in the future subject to reasonable notice. Any changes in location of employment will not result in payment of disturbance money or other compensation. The person appointed will be required to provide at their own expense the necessary mode of travel to and from work.

Health

For the purposes 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.

Working Hours

The working hours at present provide for a five day, thirty-five hour working week, hours may vary from time to time. Carlow County Council operate a Flexi Time Scheme with an earliest start time of 8.00am and a latest start time of 10.00am; an earliest finishing time of 16.00pm and a latest finishing time of 18.00pm with a lunch break consisting of a minimum of 30 minutes to a maximum of 2 hours which must be taken between 12.30pm and 14.30pm. A copy of the Flexi Leave Scheme is available, on request.

Due to the nature of this post, there may be a requirement to work outside of normal hours, including at weekends, as necessary from time to time for which Time in Lieu on a time for time basis will apply. No additional remuneration/overtime will be paid in respect of such activities. 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.

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 appointment takes effect during which such persons shall hold such position on probation,
- (b) such period shall be twelve months, 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,
- (d) the period at (a) above may be terminated on giving one week's notice as per the Minimum Notice and Terms of Employment Acts,
- (e) there will be assessments during the probationary period.

Residence

The holder of the office shall reside in the district in which his/her duties are to be performed or within a reasonable distance, thereof.

Remuneration

The salary shall be fully inclusive and shall be as determined from time to time. The holder of the office shall pay to the local authority any fees or other monies (other than his/her inclusive salary) payable to and received by him/her by virtue of his/her office or in respect of services which he/she is required by or under any enactment to perform.

The salary scale for the post of the Assistant IS Technical Support Officer is analogous to the Assistant Staff Officer (Circular Letter EL 02/2026) as follows:

€36,113 - €38,240 - €41,259 - €43,241 - €44,975 - €46,653 - €48,917 - €50,557 - €52,239 - €53,829(LSI1) and €55,460(LSI2) gross per annum.

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.02/2020, 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. Rate of remuneration may be adjusted from time to time in line with Government Policy.

References

Applicants are required to advise the names of two responsible persons to whom they are well known but not related (at least one of the referees should be an existing or former employer).

In advance of any offer of employment, Carlow County Council reserves the right to seek both written and verbal references from current and previous employers, educational institutions or any other organisations with which the candidate has been associated. The Council reserves the right to determine the merit, appropriateness and relevance of such references and referees.

Vetting

Garda vetting is required for certain roles within Carlow County Council. Failure to complete a Garda vetting form on request may prevent your employment with Carlow County Council. In the event of an unsatisfactory Garda declaration being received Carlow County Council reserves the right not to commence employment. In the event of an existing employee changing role as a result of promotion or otherwise to a role that requires Garda Vetting and an unsatisfactory disclosure being returned, Carlow County Council reserves the right to withhold promotion, and also to investigate if further sanction/disciplinary action is warranted on foot of disclosure on a case by case basis.

Training:

It is a condition of employment that 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.

Annual Leave:

The current annual leave entitlement is 30 days. Granting of annual leave, payment for annual leave and arrangement for public holidays will be governed by the provisions of the Organisation of Working Time Act, 1997 (as amended).

Sick Leave:

The terms of the Public Service Sick Pay Scheme will prevail.

Health & Safety:

The holder of the post shall co-operate with the terms of Carlow County Council's Safety Statement and Major Emergency Plan. It is a condition of employment that the successful candidate will be required to participate in training programmes relevant to the skills necessary for the performance of the duties attaching to the post. He/She shall familiarise him/herself with the safety rules and procedures and make proper use of all safety, clothing and equipment. Failure to comply with the terms of the Safety Statement may result in a disciplinary action.

Use of Modern Technology

The successful candidate will be required to use all equipment provided, including computers, hand held terminals, mobile telephone, electronic equipment, video or other monitoring equipment and any other new technology which may be introduced in the future.

Travel

When required to do so, holders of the post **must** hold a full driving licence for class B vehicles and 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. If you are required to travel as part of your official duties, Carlow County Council as your employer must be indemnified on your insurance policy. Travelling expenses and subsistence expenses necessarily incurred in the course of official duties will be refunded in accordance with appropriate rates in line with the relevant Department Circulars and Carlow County Council's Travel and Subsistence Policy. If during your employment, your licence is revoked, even temporarily, or if you receive endorsements on your licence, which may affect your duties, you are obliged to notify the Council immediately.

Superannuation & 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 dependant 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 dependant or qualified children). The minimum age at which you may retire is allied with the State Contributory Pension age (currently 66). 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 reemployment 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).

Data Protection:

Basis for Processing your Personal Information

The basis for processing your personal data is to progress your application for the position you have applied for with Carlow County Council under the Terms of the Employment (Information) Act 1994 and Human Resources policies and procedures. Personal data sought for the purpose of recruitment will include your name, your contact details including email address and mobile phone number, particulars of education, details regarding your record of employment and confirmation if you require an employment permit / visa / or work authorisation.

Sharing of Information

Outside of the relevant recruitment team, the information provided in your application form will only be shared for progressing the competition for which you have applied, with a designated shortlisting and / or interview board. If, following the competition, you are placed on a panel and offered a position, the information provided in your application form will form part of your Personnel File.

Storage period

Your application will be retained for one year from the date a panel for this position is formed. In exceptional circumstances panels can be extended for an additional year and your personal data will be kept until the extension has expired. Applications that are unsuccessful at interview stage will be retained for one year. Applications that are not progressed to interview stage will be destroyed post competition.

If you do not furnish the personal data requested Carlow County Council will not be able to progress your application form for the competition.

When your application is received, Carlow County Council creates a record in your name, which contains much of the personal information you have supplied. This personal record is used solely in processing your candidature. Such information held is subject to the rights and obligations set out in the Data Protection Acts, 1988 & 2003 and will be destroyed following the expiry of any panel put in place in respect of this competition.

RECRUITMENT PROCESS

Candidates will initially be assessed to ensure that they meet the minimum specified eligibility criteria for the position. All applications must be typed and the form filled out in full. Handwritten submissions will not be accepted. When completing the application form, accuracy is essential as the information supplied in the form will play a central part in the selection process. **Submission of an application for employment is regarded as consent to share your information for the purposes of short-listing and recruitment.**

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, Carlow County Council may decide that a number only will be called to interview. In this respect, Carlow County Council may provide for a shortlisting 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 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.

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.

Competitive Interview

Selection of candidates for appointment shall be by means of a competitive interview. The Council is committed to a process of selection on merit, based on fair and open competition. The criteria for judging suitability and ranking will be related directly to the qualification, attributes and skills required to undertake the duties and responsibilities to the standard required in the post.

Panels

Following completion of interviews, a panel may be formed, the duration of which is at the discretion of the Council. While a panel remains in force, offers of temporary or permanent employment may be made subject to confirmation of qualifications and satisfying clauses in relation to health, character or other requirements of the particular post. Persons to whom an offer of employment is made must take up duty within 1 month from the date of offer, or such extended period as the Council may agree, otherwise, the Council may decide not to appoint them.

After the Interview

Carlow County Council will automatically advise you of the result of the interview. This may be done by letter and will include a copy of your individual marking sheet which will include the marks awarded to you for the various competencies at interview and any comments made by the Interview Board.

Taking up Appointment

The local authority shall require a person to whom an appointment is offered to take up such appointment within a period of four weeks 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.

Carlow County Council is an Equal Opportunities Employer