



Information Guide

Open competition for the filling of:

ICT Technical Support

Permanent Assistant Staff Officer (Grade IV)

Initial Location: ICT Department Naas, Co. Kildare or ICT Department Wicklow Town, Co. Wicklow.

(The post can be located in either Administrative office)

Job Title:	Assistant Staff Officer (Grade IV)
Reporting to:	Assistant Principal Officer in ER/Corporate Services and ICT, and the ICT Lead
Nature of Position:	Permanent wholetime
Initial assignment:	This post is related to the expanding needs of the IT section.
Hours of Work:	35 hours per week – Monday to Friday
Salary Scale:	€35,229, €37,345, €39,287, €40,989, €42,632, €44,853, €46,458, €48,090, 1st Long Service Increment €49,588; 2nd Long Service Increment €51,101.
Starting Salary:	The starting salary will be at the minimum of the appropriate payscale and will not be subject to negotiation.

Different remuneration and conditions may apply, if, immediately prior to appointment the appointee is already a serving Civil Servant or Public Servant.

Initial Work Location: Initial work location is ICT in KWETB Administrative Office, in Naas, Co. Kildare or Wicklow Town, Co. Wicklow. The person must be willing to work from other KWETB locations from time to time.



Duties and Responsibilities:

Assistant Staff Officers deliver a range of services to the public and internally within Kildare and Wicklow ETB. Assistant Staff Officers are responsible for a range of tasks including:

- Responsibility under the general direction of ICT team leader, ensuring that work undertaken or information being given is accurate and in compliance with Legislation, Circular Letters, best practice guidelines, Internal Process and Procedures.
- To provide helpdesk support on the ICT Helpdesk, user set up and password management on ICT system.
- ICT Hardware procurement, tendering process support and hardware set ups.
- Assisting with the administration and management of administration in the ICT Department.
- Maintaining an efficient and effective data management and customer service within ICT Department.
- Assisting in the development of improved working practices in order to achieve improved service delivery
- Contributing to the development and implementation of appropriate Management Information Systems and ICT Projects.
- Promoting, valuing and supporting teamwork within the Department while maintaining a strong focus on self-development, seeking feedback, coaching and creating opportunities for self-development
- Undertaking relevant training and development activities and respond positively to new and alternative systems
- Contributing to the ongoing development and implementation of Strategic initiatives across KWETB
- Researching issues thoroughly, consult appropriately to gather all information needed on an issue
- Complying with Health and Safety regulations
- Carry out any other duties appropriate to the grade which may be assigned from time to time.

Requirements and Eligibility for the post:

Candidates must:

- Have the requisite knowledge, skills and competencies to carry out the role – ICT Skills and experience.
- Competencies will be informed by best practice Public Appointment Service competency frameworks for the Irish Public Service.
- Be capable and competent of fulfilling the role to a high standard.
- Have obtained at least Grade D3 in five subjects in the Leaving Certificate Examination (higher, ordinary, applied or vocational programmes) or equivalent or have passed an examination at the appropriate level with the QQI qualifications framework which can be assessed as being of a comparable



to Leaving Certificate standard or equivalent or higher or have appropriate relevant experience which encompasses equivalent skills and expertise.

Desirable:

- Relevant qualifications (ICT/Business) or experience in the use of ICT Systems, such as Microsoft office 365 or other computer packages
- Proficiency in Microsoft products: Windows 10, 11 Office 2016, Office 2019 and Office 365
- Basic knowledge of networking: WAN, LAN
- CompTIA qualification or equivalent beneficial
- Basic knowledge of MS Active Directory & Azure Administration
- Excellent knowledge of Windows 10/11 and MS Desktop Applications
- Helpdesk or strong customer service experience desirable.
- 2+ years IT experience
- Experience desirable 2008 to 2019 MS Server and Hyper V
- Strong problem solving and multi-tasking capabilities
- Solid customer service skills, excellent organizational and time management skills
- Ability to work with staff/management at all level
- Attention to Detail
- User management in Active Directory, Office 365, Microsoft Azure Active Directory.
- Experience in ICT Equipment procurement
- Good knowledge in diagnosing hardware and software issues, including
- Keen ability to establish priorities, work independently as well as part of a team, and attend to and help resolve problems correctly and efficiently.
- Excellent documentation, communication (Reports, Written and Verbal) skills

Eligibility:

Citizenship Requirement: Candidates should note that eligibility to compete for posts is open to citizens of the European Economic Area (EEA) or to non-EEA nationals with a valid work permit. The EEA consists of the Member States of the European Union along with Iceland, Liechtenstein and Norway. Swiss citizens under EU agreements may also apply.

Health & Character: Those under consideration for the position will be required to complete a health declaration. References will be sought.



Public Service Competences Examined in this Competition:

The person appointed to the above post will be required to show evidence of the following competences:

People management

- Leads others, monitoring performance and trying to get the best out of people
- Allocates work fairly and appropriately and ensures that everybody does their fair share
- Addresses any performance issues in a timely, appropriate and constructive manner
- Involves others in decisions that affect them, allocating work fairly and appropriately
- Demonstrates trust in others to deal with important tasks and acknowledges a job well done
- Helps team members to identify their own and their team's learning and development needs in line with objectives
- Helps build effective relationships and resolve disagreements between team members
- Acts as an effective link between staff and other managers

Information Management and decision making

- Follows procedures and ensures they are implemented in own area, understanding the rationale behind them
- Reviews completed work regularly and acts on learning points
- Evaluates current work practices to identify changes that could be made to improve efficiencies
- Can work effectively on a number of tasks at the same time
- Is comfortable working with and manipulating a range of data, e.g. numerical, written etc.
- Makes sound appropriate decisions in a confident manner and can justify and stand by them

Delivery of results

- Delivers results on time and to a high standard
- Takes responsibility for own work and the work of the team
- Plans and prioritises the work schedule, ensuring the efficient use of all of the resources available and delivering on objectives even with multiple or conflicting demands
- Evaluates the current work practices to identify changes that could be made to help them run more effectively
- Maintains accurate records and monitors work, ensuring any errors are identified and rectified
- Appreciates the need to delegate work appropriately rather than doing everything oneself



Interpersonal and communication skills

- Shows respect, tact and maintains composure when dealing with customers or staff members
- Demonstrates the ability to be assertive and negotiate when necessary, communicating in a clear and confident manner whilst remaining approachable and polite
- Listens to others and invites feedback, dealing with information in a constructive way
- Influences others by actively listening and clearly expressing their position
- Produces written letters/reports in a clear and concise manner

Specialist knowledge, expertise and self development

- Develops and maintains the skills and expertise required to perform in the role effectively, e.g. relevant technologies, IT systems, relevant policies etc.
- Has a clear understanding of the role, objectives and targets and how they fit into the work of the unit and Department/ Organisation and communicates this to the team
- Leads by example, being committed to self development and enhancing the knowledge and skills required to improve performance

Drive and commitment to public service values

- Consistently strives to perform at a high level, demonstrating flexibility and finding solutions to overcome obstacles
- Serves the Government and people of Ireland
- Can work independently without excessive guidance or support
- Demonstrates resilience in the face of significant demands and challenges
- Ensures that the customer is at the heart of all services provided
- Is personally honest and trustworthy
- Acts with integrity and supports this in others

Application process

Fully completed official application form should be submitted via email to jobapplications@kwetb.ie no later than **12 noon on Monday, 8th January 2024**.

Please use the following format when submitting your application:

***Full Name – post Title (e.g. Joe Bloggs – Assistant staff officer – ICT Technical Support Application)**

***Submitted as a PDF version**



BORD OIDEACHAIS AGUS OILIÚNA
CHILL DARÁ AGUS CHILL MHANTÁIN
KILDARE AND WICKLOW
EDUCATION AND TRAINING BOARD

Please note the following

- Short listing may apply.
- Canvassing by or on behalf of the candidate will automatically disqualify.
- Late applications will not be accepted.
- It is the responsibility of the candidate to ensure that the application form is received at the stated email address before the stated deadline. It is recommended applicants request a delivery receipt when sending their application.
Any technical difficulties encountered by the sender when submitting an application are not the responsibility of the KWETB.

Dr. Deirdre Keyes, Chief Executive
Kildare and Wicklow Education and Training Board,
Level 5, Aras Chill Dara,
Devoy Park, Naas, Co. Kildare.