Comhairle Contae Thiobraid Árann
Tipperary County Council

Candidate Information Booklet

PLEASE READ CAREFULLY

Competition Reference: RT/643

Closing Date: 4.00 p.m. on Friday, 10th March, 2023

Tipperary County Council is an Equal Opportunities Employer

Temporary IS Analyst (Networks) – Nenagh (Grade VI equivalent) 4 Year Temp Contract

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Tipperary County Council is one of 31 Local Authorities in the Republic of Ireland. The Council has responsibility for the delivery of a wide range of services which are necessary to the physical, economic, social and cultural life of County Tipperary, with a focus on making County Tipperary an attractive place to live, work and invest.

The following comprises the areas of service delivery in Tipperary County Council:

Community, Economic Development & Tourism	Fire & Emergency Services – Civil Defence
Local Enterprise	Environment & Climate Action
Planning & Development	Finance
Cultural & Recreational Services	Information Systems
Roads & Transportation	Corporate Services & Human Resources
Water Services	Library Services
Housing	Local Authorities Waters Programme

This competition presents an opportunity to gain employment with Tipperary County Council in the role of **IS Analyst (Networks) (Grade VI equivalent)**

Tipperary County Council is committed to a policy of open and fair recruitment, in line with good practice, recruitment & selection standards, employment legislation and relevant circulars from the Department of Housing, Local Government & Heritage.

This Candidate Information Booklet is intended to provide information on the post of IS Analyst and the selection process and candidates are advised to familiarize themselves with the detailed information in advance of submitting their application.

Candidates should satisfy themselves that they are eligible under the Qualifications to apply for the post of IS Analyst (Networks).

Where a candidate provides false or misleading information or has deliberately omitted relevant information on their application form this may result in their disqualification from the competition.

IS Analyst (Networks) (Grade VI)
Temporary 4 year Contract based in Civic Offices, Nenagh, Co. Tipperary

ROLE & DUTIES OF THE POST

The Role
Working under the direction of the IS Project Leader Networks, the IS Analyst will be responsible for the day-to-day technical management and support of the network, infrastructure and related systems within the organization. The successful candidate will be a member of the IS Team and he/she will continually develop, implement, test, support and review the organisation's information networks, systems and infrastructure to ensure maximum uptime, confidentiality, integrity, security and availability of the network, data, communications, and business systems.

Duties:
The duties shall include but are not limited to:

- Analyse and support the Councils network infrastructure including: communications, wireless and telecommunications links and devices, network switches and routers, servers, desktops, hyperconverged infrastructure, disaster recovery, managed print services printers, etc. and all associated software
- Implement and support upgrades and expansions of networks
- Facilitate and support remote working, VDI and video conferencing technologies
- Facilitate and support MS 365 and Cloud based technologies
- Facilitate and support Citrix MDM
- Analyse and resolve problems relating to networks, business systems, email, internet and geographical information systems.
- Enforce, implement and support the Councils network security policy, including firewalls, antivirus, backup and disaster recovery systems encompassing hardware, software and communications technologies
- Facilitate and install hardware and software solutions to support database, web and spatial applications
- Analyse and support network utilisation and capacity
- Advise and assist other members of the IS support team
- Provide technical support in an effective and responsive manner to Staff and Elected Members
- Manage the help desk/staff and resolve appropriate calls
- provide input to the ongoing program of renewal and investment in IS hardware and software
- manage software licences and ensure full compliance
- manage IS assets including procurement, disposal, support and maintenance
- participate in the planning and implementation of the IS Section's work program, annual budget and cost control

PRODUCT KNOWLEDGE (to include some of the below)

- Windows Server, OSs,
- MS Exchange / Mail archiving tools
- Citrix Suite of products, MDM, Remote Access
- MS SQL Server,
- Commvault
- Active Directory/Windows File Server
- Firewall and VPN topologies
- Cisco Routing, Switching, WLAN
- WiFi
- SNMP, RMON2, network probing, packet capture etc
- Netflow, DNS, DHCP
- Vmware Virtualisation
- Hyperconverged Infrastructure
- Antivirus
- IP Telephony

These duties are indicative rather than exhaustive and are carried out under general guidance.

Persons employed will be required to work in any location within the Tipperary County Council administrative area.

Qualifications:

Character

Candidates shall be of good character

Health

Candidates shall be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

Education, Training, Experience, etc.

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

1. Education, Experience etc.

Candidates must have on the latest date for receipt of completed applications:

(A) A qualification at Level 8 on the National Framework of Qualifications (NFQ) major award (i.e. honours degree) or higher in a relevant computing discipline ***and*** at least 3 years directly relevant, recent ICT hands on experience from your employment to date*

OR

(B) A qualification at Level 8 on the National Framework of Qualifications (NFQ) major award (i.e. honours degree), or higher, with computing taken in the final year ***and*** at least 4 years directly relevant recent ICT hands-on experience from your employment to date*

OR

(C) A qualification at Level 7 on the National Framework of Qualifications (NFQ) major award in a relevant computing discipline and at least 4 years directly relevant ICT hands-on experience from your employment to date*.

OR

(D) A qualification at Level 6 on the National Framework of Qualifications (NFQ) major award qualification in a relevant computing discipline and at least 5 years directly relevant ICT hands-on experience from your employment to date*.

AND

(ii) have a satisfactory knowledge of public service organisation or the ability to acquire such knowledge.

*Relevant ICT hands-on experience as detailed in the Roles Section above.

Hold a current, full, unendorsed Class B Drivers Licence and have access to own car

Desirable

Have a recognised system certifications in Networks or Infrastructure or Security

Technical Skills and Competencies

Candidates will demonstrate through their application form and at the interview that they have strong technical knowledge and experience regarding the duties required.

In addition:

- Have experience in participating in projects with many shareholders and interdependencies;
- Have experience in managing third party service provision;
- Have knowledge/awareness of trends in IT and IT security;

- Have a high level of interpersonal, team-building and motivational skills;
- Have a proven record of willingness to take the initiative and adopt a proactive approach to the introduction of ICT-based solutions;
- Have the ability to keep senior staff and team informed and up to date
- Have practical experience in systems implementation and change management;
- Have Project and Change Management skills
- Have the ability to work under pressure in a complex environment on own initiative, minimum supervision and to tight timelines;
- Have very strong customer service skills, understanding the importance of systems, process and structures in enabling efficient delivery of an effective team;
- Have a positive attitude with self-motivation skills
- Have the ability to interact with staff at all levels in the organisation;

Salary:

Current Salary Scale: €51,526 - €62,950 (2nd LSI)

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

Entry point of this scale will be determined in accordance with Circulars issued by the by the Department of Housing, Local Government & Heritage. 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 (currently €51,526).

Remuneration is paid fortnightly by PayPath directly to the employee's nominated bank account. The current wage pay cycle may be revised during the period of employment.

Remuneration is subject to all statutory deductions, e.g. P.A.Y.E. and P.R.S.I. Increments are paid annually subject to satisfactory attendance, conduct and performance and national agreements. Increments may be withheld if performance, attendance and/or conduct are not satisfactory.

Under the Public Service Stability Agreement 2013, the working hours for newly appointed/promoted staff are 37 hours per week. All posts will be offered on the basis of the candidate working wholetime.

Probation:

Where a person who is not already a permanent officer of Tipperary County Council is appointed, the following provisions shall apply:-

(a) there shall be a period after such appointment takes effect, during which such person shall hold office on probation;
(b) such period shall be one year but the Chief Executive may, at his or her discretion extend such a period;
(c) such a person shall cease to hold office 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.

Superannuation:

The relevant Superannuation Scheme will apply.

The provisions of the Local Government (Superannuation) (Consolidation) Scheme 1998 may apply.

Persons who become pensionable officers who are liable to pay the Class A rate of PRSI contribution will be required, in respect of their superannuation contribution, to contribute to the local authority as follows:

1.5% of their pensionable remuneration
plus
3.5% of net pensionable remuneration (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).

Persons who become pensionable officers who are liable to pay the Class D rate of PRSI contribution will be required, in respect of their superannuation contribution, to contribute to the local authority at the rate of 5% of their pensionable remuneration.

The provisions of the Spouses and Children's/Widows and Orphans Contributory Pension Scheme will continue to apply.

New entrants will be admitted 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. To qualify for a pension the successful candidate must have served a minimum of two years employment in a Local Authority.

Retirement Age

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.

The Council may refer staff to a medical advisor at any time to determine fitness for carrying out the duties to which they have been assigned.

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.

Hours of Work:

The normal working hours are 35 hours per week. Flexible working arrangements apply. All hours worked are subject to and recorded in accordance with the provisions of the Organisation of Working Time Act, 1997, and the Organisation of Working Time Regulations, 2001. Tipperary County Council requires employees to record their hours using the CORE/TDS Clocking system.

Annual Leave:

The annual leave entitlement for the grade is 30 days per annum.

The Chief Executive of Tipperary County Council retains autonomy with regard to office closures, (e.g. Christmas Office Closure); any days arising from such closure will be reserved from the employee's annual leave entitlement. Proposed office closure days will be reviewed and advised to all employees each year.

Residence:

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

Drivers Licence:

Tipperary County Council employees may on occasion be required to use their car on official business. In such situations the employee must hold a current clean driver's licence and have available adequate means of transport.

It is the responsibility of the employee to arrange the appropriate car insurance for business use and to indemnify Tipperary County Council with the indemnity

specified on the insurance certificate under the heading "Persons or classes of person who are covered". Documentation to confirm the appropriate insurance cover will be required to be supplied to the Council on an annual basis.

Code of Conduct/Organisational Policies:

Employees are be required to adhere to all current and future Tipperary County Council codes of practice including Code of Conduct of Employees and all current and future organisational policies including, but not limited to Health and Safety, Communications, Data Protection, Equality, Staff Mobility, Attendance Management and Use of Electronic Equipment. A full list of relevant policies is contained on the council Intranet.

Training:

Employees are required to attend and participate fully in training programmes as may be decided by the Council from time to time and to apply their learning in the course of their daily working activities.

Location of assignment/appointment:

Tipperary County Council reserves the right to assign the successful candidate to any premises in use by the Council, now or in the future. The assignment as a result of this competition will be in Civic Offices, Nenagh, Co. Tipperary.

A panel may be created as a result of the above competition from which both permanent and temporary countywide vacancies arising during the lifetime of the panel may be filled.

The person appointed will be required to report to their place of work by their own means of transport and at their own expense.

Commencement:

Tipperary County Council shall require a person to whom an appointment is offered to take up such appointment within a period of not more than one month (subject to notice requirements) and if they fail to take up the appointment within such period or such other longer period as the Council in its absolute discretion may determine, Tipperary County Council shall not appoint them.

Reporting Arrangements:

IS Analyst (Network) shall report directly to the appropriate supervisor in the Section or to any other employee of Tipperary County Council as the Chief Executive, Director of Services or other appropriate employee may designate for this purpose.

A system of regular appraisal (PMDS) will be operated during employment, which will involve discussions between the employee and the line manager regarding performance and conduct.

Health & Safety:

Tipperary County Council as an Employer is obliged to ensure, in so far as it is reasonably practicable the Safety, Health and Welfare at Work of all of its employees. Under the Safety, Health and Welfare at Work Act 2005, the County Council has a legal duty to exercise all due care and take all protective and preventative measures to protect the Safety, Health and Welfare of its employees. All employees also have a legal obligation under Safety and Health legislation to co-operate with management and not engage in any improper conduct or behaviour or do anything, which would place themselves or others at risk.

Employees must not be under the influence of an intoxicant at the place of work. Employees must comply with all Safety and Health rules and regulations and attend all required Safety and Health Training.

Tipperary County Council operates under OHSAS 18001 accreditation and will be seeking to adopt ISO 45001 in due course. All employees are required to cooperate with the implementation of any and all measures necessary to achieve same.

The Application Process:

Applications submitted after the closing date will not be accepted and any claim in relation to the late receipt of application forms will not be entertained.

The admission of a person to this competition, or an invitation to attend for interview is not to be taken as implying that Tipperary County Council is satisfied that such person fulfills the requirements.

Tipperary County Council may need to contact you during the selection process. It is important that your contact details (phone number, postal and email address) as given on your application form are correct and are accessible by you at all times.

Tipperary County Council accepts no responsibility for communication not accessed or received by the applicant.

Once fully completed, application forms will be accepted.

Please ensure that:

1. Your application is made on the official application form only – CV's should not be included. (Note: a C.V. will not be accepted as an application or as part of an application).

2. You have fully completed all sections of the application form and included all relevant, detailed and accurate information. ***Note: any offer of***

employment is subject to the information given on your application form being true. False/misleading information or deliberate ommisions may result in termination of employment.

3. You attach a copy of your educational certificates.

4. You submit your application via e-mail to recruitment@tipperarycoco.ie on or before **4:00p.m. Friday, 10th March 2023. The subject line of your email should read RT/643 Vacancy for IS Analyst Networks.** Late applications will not be accepted.

The Selection Process:

Tipperary County Council reserves the right to shortlist applications if required.

This is not to suggest that any candidate may be unsuitable or incapable of undertaking the duties of the post advertised, but rather that there may be candidates who have demonstrated that they are better qualified and/or have more relevant experience.

Step 1: Initial Screening
In the first instance, all applications received by the latest date/time for receipt of completed applications are screened for elegibilty in accordance with the Qualifications for the post as set out in this booklet.

Step 2: Shortlisting
Each candidate's application may be assessed against pre-determined criteria based on the requirements of the position as outlined in this booklet. It is the sole responsibilty of the applicant to provide a detailed and accurate account of their qualifications and/or experience in their application form and to outline the relevance of their application.

Step 3: Interview
Candidates who are successful in the shortlisting process will be invited to attend for interview(s).

Tipperary County Council will endeavour to give sufficient notice of the scheduled interview time and date to shortlisted candidates. Thereafter, it is the responsibility of the candidate to make themselves available on time and on the date advised. Candidates who do not attend for interview on the date and time advised will be deemed to have withdrawn their application from the competition. Expenses incurred by candidates in attending for interview, will be at the candidates own expense.

An independent interview board will be established by the Chief Executive of Tipperary County Council to assess the candidates shortlisted for interview.

The Interview board will generally comprise a Chairperson and two other members, who will have expert knowledge in the relevant field. The objective of the interview board is to identify candidates who best meet the objective criteria and competencies required for the position and to place them in order of merit.

Candidates who are successful in the interview will be qualified in order of merit for appointment to the post of Senior Staff Officer and placed on a panel.

It should be noted that placement on a panel may not necessarily lead to a job offer. The selection process is not concluded until such time as references have been sought and clearance checks, i.e. Garda vetting, occupational health, verification of education qualifications, etc, have been carried out to the satisfaction of the Council.

Key Competencies:

At interview, candidates will be assessed under the following competencies using some/all of the indicators listed:

Competency	Description
Management and Change (100 marks)	• Demonstrates innovation and creativity to secure successful strategic outcomes • Effectively manage the introduction of change and demonstrate flexibility and openness to change.
Delivering Results (100 marks)	• Develops realistic and challenging plans and policies, together with review processes to ensure that all relevant operations support the organisation's objectives • Plan and prioritise work and resources effectively. • Establish high quality service and customer care standards. • Make timely, informed and effective decisions and show good judgement and balance in making decisions or recommendations. • Create opportunities or overcome obstacles by rethinking or reconceptualising practices or procedures.
Personal Effectiveness, Personal Motivation and Initiative (100 marks)	• Adopts a positive and constructive approach to work • Sets challenging standards and achieves high quality outcomes. • Responds positively to the challenges of the role. • Manages own time effectively to achieve objectives.
Communicating Effectively	• Recognises the value of and requirement to communicate effectively. Has effective verbal

(100 marks)	and written communication skills. Has good interpersonal skills. • Presents ideas effectively to individuals and groups and delivers presentations suited to the nature and needs of the audience • Writes fluently, clearly structuring written communication and demonstrates experience of report writing and correspondence in non-routine work situations • Advocates a realistic approach and demonstrates experience of work-based dealings with a variety of individuals / agencies
Relevant Knowledge and Experience (400 marks)	• Knowledge of the technical aspects required for the position • Relevant experience to date

Candidates at interview must achieve a minimum 50% of the total marks available in each of the competencies to qualify for inclusion on a panel.

Feedback:

Candidates shall be notified of the outcome of each stage of the selection process at the earliest possible date.

If, following the interview, a candidate is placed on a panel they shall be informed of their position on the panel. Details of marks attained in the interview process will be provided upon receipt of written request.

Deeming of candidature to be withdrawn:

Candidates who do not attend for interview or other test when and where required by the Tipperary County Council, or who do not, when requested, furnish such evidence as required by Tipperary County Council within the specified timeframe with regard to any matter relevant to their candidature, will be deemed to have withdrawn their application from the competition.

Should a candidate decline an offer of employment, or having accepted an offer of employment relinquish it prior to commencing in the post, they will be deemed to have withdrawn their application from the competition.

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, Tipperary 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.

Verification of Educational Qualifications:

Prior to appointment the candidate will be required to present within a specified timeframe, the original parchment of their certificate, diploma and/or degree, and any other supporting documentation required by the Council*, to the Human Resources department in order to verify their qualifications.

** Non Irish Qualifications must be accompanied by a determination from Quality and Qualifications Ireland (QQI) to establish their comparability against the Irish National Framework of Qualifications, overseas qualifications must also be accompanied by a translation document*.

Pre-Employment Medical:

Prior to appointment the candidate may be required to complete a Health Declaration and will be required to undergo a medical examination by a qualified medical practitioner nominated by the Council. Where for any reason the cost of the medical examination is borne by the applicant it shall be refunded on appointment. In all other cases the Council will incur the cost of the pre-employment medical.

Garda Vetting:

Garda Vetting may be sought in accordance the National Vetting Bureau (Children and Vulnerable Persons) Acts 2012 to 2016 and the applicant will be required to fully cooperate with this process.

Canvassing:

Any attempt by a candidate, or by any person(s) acting at the candidate's instigation, directly or indirectly, by means of written communication or otherwise influence in the candidate's favour, any member or employee of the Council or person nominated by the County Council to interview or examine applicants, will automatically disqualify the candidate for the position being sought.

Confidentiality:

Tipperary County Council, in its recruitment and selection procedures, has appropriate measures in place to protect the confidentiality of all applicants. All enquiries, applications and other aspects that form part of the recruitment formalities are treated as confidential and are not disclosed to anyone, outside of those directly involved in the recruitment process - subject to the provisions of the Freedom of Information Acts, 1997-2014.

Records created, maintained and stored by Tipperary County Council as part of the recruitment and selection process are subject to a range of legislation, including Freedom of Information and Data Protection. Tipperary County Council

shall comply with the National Records Retention Policy (2001) and any other relevant records retention policies.

General Data Protection Regulation:

Tipperary County Council is committed to protecting your personal data and we comply with our obligations under the Data Protection Acts, 1988 – 2018, (once enacted) and the General Data Protection Regulation.

Basis for Processing your Personal Information

The basis for processing your personal data is to process your application for the position you have applied for with Tipperary County Council under the Terms of the Employment (Information) Act 1994 and Human Resources Department policies and procedures.

Personal data sought for the purpose of recruitment will include your name, your contact details including email address and mobile number, particulars of education, details regarding your record of employment, details of referees and confirmation of if you require an employment permit/visa/ or work authorisation.

When your application form is received, we create a computer record in your name, which contains much of the personal information you have supplied. This personal record is used solely in processing your candidature. You are entitled to obtain at any time, a copy of information about you, which is kept on computer.

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 for, with a designated short-listing 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 and may be used for deciding the post to which you are assigned.

Furthermore, should you be offered a position and subsequently confirm your interest in the position, the information provided on your application form will be used to request service records, employment references and/or character references as required.

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 (usually a further one year, rarely two years). You will be notified if the panel has been extended after one year and the new expiry date of the panel.

Applications which 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, Tipperary County Council will not be able to progress your application form for the competition for which you are applying.

Imporant Notice

The above represents the principal conditions of service and is not intended to be the comprehensive list of all terms and conditions of employment which will be set out in the employment contract to be agreed with successful candidates.

Please note only application forms received via email to recruitment@tipperarycoco.ie will be accepted.

The subject line of your email should read RT/643 Vacancy for IS Analyst Networks. The closing date for receipt of completed application forms is 4.00 p.m. on Friday, 10th March, 2023.

Comhairle Contae Thiobraid Árann
Tipperary County Council