



Comhairle Chontae Liatroma
Leitrim County Council

Candidate Information Booklet

(Please read carefully)

Temporary IS Technical Support Officer
(Specified Purpose Contract – Maternity Leave Cover)
(Analogous to Grade V)

Closing Date: 4:00 p.m. on Tuesday 25th August 2026

Important Notes

Completed Application Form ***inclusive of all other required documentation*** must be emailed in **PDF Format** as **One Single Document** (not individual scanned documents) to jobs@leitrimcoco.ie

Please quote '**IS Technical Support Officer Application**' followed by your **name** in the subject line of the email

Note: Hard copy Application Forms will not be accepted

General Information

County Leitrim, located in the North West of Ireland, has a growing economy, picturesque landscape, vibrant communities and a strong arts and cultural sector. Leitrim County Council's vision is to build an economically strong, creative, inclusive county, making Leitrim the best place to live, work, invest and visit. Key to the achievement of our priorities and objectives is a skilled and committed workforce, supported by enabling technologies, efficient work processes and learning and development opportunities. We are committed to the training, support and encouragement of our staff and we offer benefits across family friendly initiatives, personal development and wellbeing of staff.

THE ROLE

The Temporary IS Technical Support Officer will be part of an ICT team which provides a high standard of technical support throughout the organisation in Leitrim County Council. He/she will report to directly to the Head of Information Systems, or to any other such person as may be determined by the Council from time to time, and will be responsible for technical support of the ICT Infrastructure environment.

A temporary vacancy arises in the context of a scheduled Maternity Leave absence and will be for the specified purpose of providing Maternity Leave cover.

THE QUALIFICATIONS:

1. Character

Each candidate shall be of good character.

2. Health

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

3. 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

4. Education, Experience etc.

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

- (i) **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 plus 2 year's directly relevant, recent ICT experience from your employment to date*

OR

- (ii) **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 3 years directly relevant, recent ICT hands-on experience from your employment to date*

OR

- (iii) **C)** A qualification at Level 7 on the National Framework of Qualifications (NFQ) major award (i.e. ordinary degree) in a relevant computing discipline plus at least 3 years' directly relevant, recent ICT experience from your employment to date*

OR

- (iv) **D)** A qualification at Level 6 on the National Framework of Qualifications (NFQ) major award in a relevant computing discipline **and** at least 4 years directly relevant, recent ICT experience from your employment to date*

AND

- (v) Have a satisfactory knowledge of public service organisation or the ability to acquire such knowledge.

***Relevant ICT hands-on experience should include, but is not limited to:**

areas such as managing delivery of digital solutions, enterprise architecture, software and applications development projects involving a range of technologies and platforms covering web development, data management, database administration, business analysis/discovery, business intelligence and data analytics, DevOps, enterprise architecture, technical infrastructure service design and delivery, server and client operating systems and architecture stacks, telecommunications and networking infrastructure delivery support, technical support, ICT service management, operations and server support, ICT/cyber security, mobile device management, virtualisation delivery support, database and application support, cloud computing etc.

Note: Candidates must hold a current valid unendorsed driving licence in respect of category B vehicles and must advise if this is not the case.

Please ensure that copy of the qualifications meeting the educational requirements above are submitted with your application. Foreign language qualification certificates must also be accompanied by a translation document. Applications received without the necessary documentation will be deemed ineligible and will not be considered further.

Candidates who require a Work Permit to work in Ireland must submit proof of same with their application.

The Ideal Candidate Shall:

- Have skills and experience in a number of the following: -
 - Operating a first-line ICT Helpdesk;
 - Installation, configuration and support of PCs, laptops, tablets, smartphones and related hardware and software;
 - Networking skills & experience – Firewalls, Routes, VPN, Switches, WiFi;

- Microsoft Cloud technologies such as Office 365, InTune, Azure, MS Teams, Power Platform and Sharepoint Online;
- Microsoft SQL Server and Microsoft SQL Reporting Server
- Virtualisation Technologies such as Vmware;
- Mobile Device Management such as Citrix Cloud Services;
- Active Directory configuration and support including group policy configuration;
- Windows Server setup, configuration and maintenance;
- Printer Support and maintenance;
- Image Manipulation package such as Adobe Photoshop or Affinity;
- Anti-virus and threat management;
- Email and Exchange administration.
- Demonstrate a sound practical knowledge of ICT Technical architectures, ICT systems development and service delivery.
- Be well organised and practical with a logical, analytical approach to problem solving.
- Demonstrate an aptitude and interest to remain up to date on ICT trends and developments.
- Demonstrate an understanding of current developments in the application of Information Systems and able to assimilate and interpret advice from specialists – technical or otherwise.
- Demonstrate knowledge of ICT security standards and codes of conduct.

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:

Delivering Results/Communicating Effectively:	● Translates the business or team plan into clear priorities and actions for their area of responsibility. ● Implements high quality service and customer care standards. ● Makes decisions in a timely and well-informed manner. ● Develops and maintains positive, productive and beneficial working relationships. ● Demonstrates effective verbal and written communication skills. ● Demonstrates excellent problem solving and troubleshooting skills. ● Communicates technical solutions effectively to non-technical audiences.
Performance Management:	● Effectively manages performance. ● Has experience with the use of a Helpdesk system in the context of managing performance. ● Ability to develop and deliver programmes and projects and to work to strict deadlines. ● Ability to work on own initiative as well as an integral part of a team. ● Demonstrates ability to work under pressure.
Personal Effectiveness:	● Takes initiative and is open to taking on new challenges or responsibilities. ● Manages time and workload effectively. ● Has strong resource and project management skills., ● Maintains a positive and constructive and enthusiastic attitude to their role.

	• Understands and implements change and demonstrates flexibility and openness to change. • Is a self-starter, strong on research and maintains resilience in securing buy in and commitment to overall concepts or projects.
Knowledge, Experience & Skills:	• Has knowledge of current local government issues, priorities, concerns and future direction. • Understands the role of IS Technical Support Officer. • Has relevant technical experience. • Has experience of working as part of a team. • Has experience of preparing technical reports and user documentation.

THE PRINCIPAL TERMS & CONDITIONS:

The position is wholetime, **Temporary** and pensionable. and the appointment will be on the basis of a Specified Purpose Contract of Employment providing Maternity Leave cover. This Specified Purpose Contract is proposed to commence in October 2026 and will be aligned to the Maternity Leave related absence – the duration of the contract is anticipated to be for a period of approximately 12 months.

1. Duties:

The duties of the office are to give to the local authority and

- (a) Such other local authorities or bodies for which the Chief Executive, for the purposes of the Local Government Acts, is Chief Executive, and
- (b) to any other local authority or body with which an agreement has been made by the local authority or by any of the authorities or bodies mentioned in sub-paragraph (a) of this paragraph,

under the general direction and control of the Chief Executive or of such other officers as the Chief Executive may from time to time determine, such appropriate services of an executive, technical, administrative or management nature as are required for the exercise and performance of any of its powers, duties and functions as may be delegated to him or her by the Chief Executive from time to time including the duty of servicing all committees that may be established by the local authority and such duties as may be required in relation to the area of any local authority. The holder of the office, will, if required, act for an officer of a higher level.

The main duties of the role of **Temporary IS Technical Support Officer (Grade V)** include but will not be limited to:

TECHNICAL SUPPORT:

- Troubleshooting PC's, printers, Servers, Systems, Mobile Devices, and other peripherals
- Support for wireless network, WAN and LAN
- Network troubleshooting
- New staff setups, Active Directory, Office 365
- User support for standard desktop software suite
- Helpdesk support

PROJECT TEAMS WORK:

- New ICT systems and services
- New Infrastructure deployments
- New Software deployments

- Technical design and implementation of new applications
- Project meetings and assigned Project task-work
- Training and Presentations

ICT SYSTEMS SUPPORT:

- Office 365 Environment
- Windows Servers
- SQL based systems
- Web applications
- Maintenance and support of existing browser-based applications

OPERATIONS/ADMINISTRATION:

- Printing operations
- Folder and File management access request
- Hybrid meeting room management and support.
- Support for existing in-house systems
- File Restore requests
- Image manipulation
- ICT Security operations, MFA, SSO.
- Contract and Supplier Management
- Administration – Various administrative office duties that may be assigned such as Purchase Ordering, budgeting, report writing etc
- Other duties as may be assigned from time to time

Due to the dynamic nature of the IS environment and the pace of change of systems and equipment, allied to the constantly developing business requirements within Leitrim County Council, all ICT Department posts require a flexibility to work on other IS areas as circumstances change. While the listing above sets out core components related to this post, staff may be required to undertake IS work at a similar level in other areas of the IS Department structure.

2. Salary:

The salary scale for the post of Temporary IS Technical Support Officer, analogous to Grade V, (effective 1st June 2026) is within the range:

€52,761, €54,337, €55,946, €57,589, €59,244, €61,173 (LSI 1), €63,109 (LSI2)

Entry point to this scale will be determined in accordance with relevant Departmental Circulars. Offers of appointment to persons who are not serving local authority employees will be based on the minimum of this scale.

The rate of remuneration may be adjusted from time to time in line with Government Policy.

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.

3. Residence:

The holder of the post shall reside in the district in which his or her duties are to be performed or within a reasonable distance thereof and will be required to serve in the Local Authority's Offices, or wherever assigned by the Local Authority.

Leitrim County Council reserves the right to, at any time, re-assign an employee to any Department or any premises now or in the future.

4. Probation:

All contracts will be subject to a probationary period during which the performance of the successful applicant will be regularly evaluated. Such period shall be six months. If during that period, the Local Authority is satisfied that the appointee is unlikely to prove suitable for final appointment, the appointment may be terminated by the giving of one month's notice on either side, or, in the event of misconduct or negligence, without notice.

The probationary period may be extended at the discretion of the Chief Executive of Leitrim County Council.

Employment may be terminated by either party during probation or at the end of the probationary period on one week's notice.

5. Annual Leave:

The annual leave entitlement for this post will be 30 days per annum (pro-rata allowance based on duration of any temporary contract). The annual leave year is aligned with the Calendar Year (i.e. January to December).

6. Working Hours:

The successful candidate's normal hours of work will be 35 hours per week, Monday to Friday. The Council reserves the right to alter hours of work from time to time. The post may occasionally require flexibility in terms of working outside of normal hours, including attendance at evening / weekends as necessary.

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

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.

7. Superannuation:

All new entrants to pensionable public service employment on or after 1 January 2013 will be members of the Single Public Service Pension Scheme.

All members of the Single Public Service Pension Scheme will be required to contribute 3.5% of net pensionable remuneration plus 3% of pensionable remuneration. Pension and retirement lump sums for member of the Single Public Service Pension Scheme will be based on career-average pay; pensions will be co-ordinated with the State Pension Contribution Scheme.

Persons who are pensionable under the Local Government (Superannuation) (Consolidation) Scheme 1998, and are liable to pay the Class A rate of PRSI contribution, will be required in respect of superannuation to contribute to the local authority at the rate of 1.5% of pensionable remuneration plus 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). You will also be required in respect of the Local Government (Spouses and Children's Contributory Pension) Scheme to contribute to the local authority at the rate of 1.5% of pensionable remuneration in accordance with the terms of the Scheme.

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 his/her superannuation to contribute to the local authority at the rate of 5% of pensionable remuneration. You may also be required to pay Spouses and Children/Widows and Orphans contributions at the rate of 1.5% of pensionable remuneration.

8. Retirement Age:

The Single Public Service Pension Scheme (“Single Scheme”) as provided by the Public Service Pensions (Single Scheme and Other Provisions) Act 2012 commenced with effect from 1st January 2013. The act introduced new retirement provisions for new entrants to the public service appointed on or after 1st January 2013, as well as to former public servants returning to the public service after a break of more than 26 weeks.

Retirement age will be in line with the age of eligibility for the State Pension Contributory (SPC). Compulsory Retirement Age will be 70.

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, had been subject to a compulsory retirement age of 65 years – the Public Service Superannuation (Age of Retirement) Act 2018 provides for an increase in the compulsory retirement age of most pre-2004 public servants from age 65 to age 70.

9. Pension Abatement

If an appointee has previously been employed in the Civil or Public Service and that appointee is entitled to, or in receipt of, a pension from the Civil or Public Service, or where a Civil/Public Service pension comes into payment during the appointee’s 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.

Please note: In applying for this position you are acknowledging that you understand that the abatement provisions, where relevant, will apply. It is not envisaged that the employing Department/Office/Body will support an application for an abatement waiver in respect of appointments to this position.

10. Drivers Licence/Travel:

Holders of the post shall possess a current unendorsed full driving licence (Category B) 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. The post holder’s Insurance policy must cover such use and must indemnify Leitrim County Council.

Travel and subsistence expenses will be paid in accordance with nationally agreed rates applicable in the sector.

11. Outside Employment

The position is whole-time and the employee may not engage in private practice or be connected with any outside business which would interfere with the performance of official duties.

12. Data Protection:

Please note that the information received is used solely for the purpose of considering your application. Such information held is subject to the rights and obligations set out in the Data Protection Acts, 1988, 2003 & 2018 and EU Regulation 2016/679.

SELECTION PROCESS

- (i) Selection shall be by means of a competition based on an interview conducted by or on behalf of the local authority.
- (ii) Leitrim County Council reserves the right to shortlist applications on the basis of information supplied on the application form and only those shortlisted will be called for interview.
- (iii) Candidates called for interview will be assessed on the **competencies** for the post as set out above.
- (iv) 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 possess the qualifications declared for the position and that they are otherwise suitable for appointment may within the life of the panel be appointed to this post. The life of the panel will not be more than one year from the date of formation of the panel.
- (v) The local authority shall require a person 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 longer period as the local authority in its absolute discretion may determine, the local authority shall not appoint them.

All applications must be made on the official Application Form which are available to download on Leitrim County Council's website www.leitrimcoco.ie or alternatively, contact the Human Resources Department (Email: jobs@leitrimcoco.ie).

Completed Application Forms (inclusive of all required documentation) must be submitted in PDF Format only as One Single Document (not individual scanned documents).

CLOSING DATE:

Completed Application Forms must be submitted by 4:00 p.m. on Tuesday 25th August 2026 via email only to jobs@leitrimcoco.ie. Applications received after this **date and time** will not be considered.

Please quote 'IS Technical Support Officer Application' followed by your name in the subject line of the email.

Candidates will receive an automatic acknowledgement when they submit their application form to the above email. You should check your Spam/Junk Folders in the event that you do not receive this acknowledgement. The onus is on the candidate to ensure that their application has been received and acknowledged.

The responsibility rests with the applicant to ensure that their application form is **received** by the Human Resources Department of Leitrim County Council on time as outlined above. Candidates should ensure that they give themselves sufficient time to allow for any unforeseen circumstances which may arise and which may impact on their application form not being **received** on time.

NOTES:

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 applicants favour any employee 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.

LEITRIM COUNTY COUNCIL IS AN EQUAL OPPORTUNITIES EMPLOYER