Comhairle Cathrach & Contae Luimnigh

Limerick City & County Council

IS Technical Officer

Analogous to Grade 5

12 Month Fixed Term Contract

CLOSING DATE: 9th December 2026

Comhairle Cathrach & Contae **Luimnigh**

Limerick City & County Council

BRIEFING DOCUMENT, APPLICATION & SELECTION PROCESS

The Position

Limerick City and County Council invites applications from suitably qualified persons for the **temporary position** of IS Technical Officer, analogous to Grade 5, for a fixed-term period of 12 months.

The successful candidate will support the delivery of the Council's new telephony solution and associated video-conferencing equipment. The post will work primarily with the Endpoints and Communications function and will provide hands-on technical, deployment and user support throughout the implementation.

The role will involve the installation, configuration, testing and support of telephony, endpoint and video-conferencing equipment across Council locations. The successful candidate will work closely with Council staff, technical teams, project stakeholders and relevant service providers to support an effective and controlled rollout.

The IS Technical Officer will report to the ICT Endpoints and Communications manager and will be assigned to support the Endpoints and Communications function for the duration of the project.

Why Join Us?

We pride ourselves on fostering a positive workplace culture where teamwork, respect, and continuous learning are at the heart of what we do. Successful applicants will have the chance to contribute to meaningful projects, develop skills, and be part of an organisation that values ideas and professional development. Limerick City and County Council performs a leading role in shaping the strategic vision of Limerick. It provides a diverse, comprehensive and an evolving range of services to its citizens, businesses and visitors which include, but are not limited to, the provision of housing, planning, development, environmental, transportation, enterprise, tourism, leisure and community services. The Council is forward-thinking, innovative and flexible to meet the diverse challenges head-on and to deliver the best services possible.

What We Offer:

- A dynamic and inclusive work environment.
- Opportunities for training, development, and career progression.
- A culture that values employee engagement and wellbeing.

Employee Benefits:

- Salary: €52,761 to €63,109
- Leave: 30 days annually
- Hours: 35 per week
- Automatically entered into a pension scheme
- Paid Maternity and Paternity Leave
- A range of Family Friendly Policies
- A range of Learning and Developmental Opportunities

Duties will include but will not be limited to:

- Assist with the rollout of the Council's new telephony solution across relevant Council locations.
- Install, configure, test and support telephony devices, associated peripherals and video-conferencing equipment.
- Assist with the deployment and configuration of user endpoints required as part of the project.
- Support the migration and onboarding of users to the new telephony solution.
- Provide practical user support and guidance before, during and after deployment.
- Diagnose and resolve hardware, software, connectivity and configuration issues associated with the rollout.
- Record, manage and progress incidents and service requests through the Council's service management system.
- Maintain accurate equipment, configuration, deployment and asset records.
- Prepare and maintain technical documentation, installation records, support procedures and user guidance.
- Liaise with Council staff, internal technical teams, project stakeholders and service providers.
- Assist with site surveys, deployment planning, testing, issue tracking and project reporting.
- Ensure that equipment is deployed in accordance with Council security, asset-management and technical standards.
- Support the handover of completed installations into operational support.
- Participate in relevant training and knowledge transfer.
- Undertake other duties appropriate to the grade and relevant to the project, as assigned by the line manager.

The Person

1. **Character**

   Each candidate must be of good character.

2. **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.

3. **Education, Experience etc.**

   Each candidate must, on the latest date for 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 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 Qualification (NFQ) major award (i.e. ordinary degree) in a relevant computing discipline plus 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 Qualification (NFQ) major award (i.e. ordinary degree) 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

*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.

The ideal candidate will have relevant practical experience in a number of the following areas:

- Deployment and support of desktop, laptop and mobile endpoint devices.
- Installation and support of enterprise telephony equipment and services.
- Installation, configuration or support of videoconferencing and meeting-room equipment.
- Microsoft Teams, Teams-enabled telephony or comparable unified communications platforms.
- Windows desktop operating systems and Microsoft 365 applications.
- Hardware installation, peripheral configuration and structured troubleshooting.
- User account, device and endpoint administration.
- Diagnosing network connectivity and device-registration issues.
- Managing technical incidents and service requests through to completion.
- Supporting users during technology rollout or change programmes.
- Maintaining asset, deployment and configuration records.
- Producing clear technical documentation, support procedures and user guidance.
- Working with external suppliers and internal project stakeholders.

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

- Strong technical troubleshooting and problem-solving skills.
- A practical and methodical approach to equipment installation, configuration and testing.
- The ability to manage assigned work and meet project deployment targets.
- Strong customer service and communication skills.
- The ability to explain technical matters clearly to non-technical users.
- The ability to work independently and as part of a multidisciplinary team.
- Accuracy in maintaining technical, deployment and asset records.
- The ability to take ownership of issues and progress them through to resolution.
- Flexibility to support deployment activities across Council locations.
- A commitment to information security, health and safety and Council procedures.
- An interest in learning new technologies and developing relevant technical skills.

Terms and Conditions

1. The Post:

A panel will be formed for an initial period of one year and this may be extended for a further year at the discretion of the Director General. The panel may be used by Limerick City and County Council to fill permanent and temporary positions that may arise for its duration. Vacancies will be offered in order of merit as per the panel.

2. Annual Leave

The successful candidate will have 30 days annual leave.

3. Salary:

Salary scale: **€52,761 to €63,109** per annum, inclusive of LSIs. Payment of increments is dependent on satisfactory performance.

Entry point of this scale will be determined in accordance with Circulars issued 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 **€52,761**).

4. Location:

The post will be based primarily at the Council's offices in Dooradoyle and Merchant's Quay. The successful candidate may be required to attend other Council offices or sites during the course of the project.

Limerick City and County Council reserves the right to assign the successful candidate to another Council location where operationally required.

Changes in location of employment will not result in payment of disturbance money or other compensation. The person appointed will be required to travel to and from work at their own expense.

5. Hours of Work

The working hours at present provide for a five day, thirty five hours working week, hours may vary from time to time.

The working hours may be reviewed at any time by the Council. The post may require flexibility in working outside of normal hours, including at weekends, as necessary. No additional remunertation will be paid in respect of such activities.

The provisions of Limerick City and County Council's Time and Attendance Policy is applicable to this grade at the current time.

6. Sick Leave:

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

7. Superannuation:

The Local Government Superannuation Scheme applies.

8. Travel:

Holders of the post may require the successful candidate to travel to other Council locations during the course of the project.

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 Local Authority Travel and Subsistence Policy.

Limerick City and County Council, as employer, must be indemnified on your insurance 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.

9. Residence:

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

10. Safety and Welfare:

The holder of the post shall co-operate with the terms of Limerick City and County Council's Safety Statement and Major Emergency Plan. The successful candidate shall make themselves aware of the safety rules and procedures and make proper use of all safety, clothing and equipment.

11. 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.

12. 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 they fail to take up the appointment within such period or such longer period as the local authority in its absolute discretion may determine, the local authority shall not appoint them.

13. Garda Vetting :

The National Vetting Bureau (Children and Vulnerable Persons) Act 2012 to 2016 came into effect on 29th April 2016. The Act places a statutory obligation on Limerick City and County Council to ensure that 'any work or activity which is carried out by a person, a necessary and regular part of which consists mainly of a person having access to or contact with children or vulnerable persons will be subject of Garda Vetting'.

14. Probation:

Where a person who is not already a permanent employee of a local authority is appointed, the following provisions shall apply:

(a) There shall be a period after such appointments take effect, during which such person shall hold such post on probation.

(b) Such period shall be set by the Director General and this period may be extended at their discretion.

(c) Such person shall cease to hold the post at the end of the period of probation, unless during such period, the Manager has certified that the service of such person is satisfactory.

15. 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

16. 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, Limerick City and County Council reserves the right to seek 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.

17. General Data Protection Regulation:

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 Limerick City and County Council under the Terms of the Employment (Information) Act 1994 and Human Resources Department policies and procedures.

If you do not furnish the personal data requested, Limerick City and County Council will not be able to progress your application form for the competition for which you are applying.

18. Pre-Employment Medical:

Prior to appointment the candidate will be required to complete a Health Declaration and may 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 subject to statutory tax and statutory deductions.

19. Canvassing:

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

Application Process

Completed application forms must be **e-mailed** to recruitment@limerick.ie **no later than Wednesday 9th December 2026.**

An official application form must be completed in full by the closing date for the competition. Please note that amendments to the application form will not be accepted after the closing date. CV's will not be accepted in lieu of an application form.

Please send your application from an e-mail address that you will review regularly as communication during the assessment/selection period will only be through that e-mail

address. Please also ensure that you regularly review your spam/junk email folder as occasionally your email service provider may direct emails to that folder.

Selection Process

Candidates will initially be assessed to ensure that they have the minimum requirements for the position.

Candidates will then be assessed on the basis of the information contained in their application form to determine, having regard to the requirements of the position and the number who have applied, if they should be called for interview. Short-listing may apply.

The admission of a person to a competition, or invitation to attend interview, or a successful result letter, is not to be taken as implying that Limerick City and County Council is satisfied that such a person fulfils the requirements or is not disqualified by law from holding the position. Prior to a candidate being appointed, Limerick City and County Council will make all such enquiries that are deemed necessary to determine the suitability of that candidate. Until all stages of the recruitment process have been fully completed, a final determination cannot be made nor can it be deemed or inferred that such a determination has been made.

Shortlisting:

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, Limerick City and County Council may decide that a number only will be invited to same.

In this respect, Limerick City and County Council provides for the employment of a short listing process to select a group for interview who, based on an examination of the application forms by an expert board, 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 **relevant qualifications/experience** on the application form.

NOTE- As part of the shortlisting process, achieving 50% in each competency will not guarantee that a candidate is called for interview. Due to the number of applicants, only a proportion of those achieving 50% in each competency may be called for interview, based on the marked awarded in the shortlisting process.

Competitive Interview:

Selection will be by means of a competition based on an interview conducted by or on behalf of the local authority. This interview may be in person or online, this is at the discretion of the Local Authority.

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 post and that they are otherwise suitable for appointment may within the life of the panel be appointed as appropriate permanent and temporary vacancies arise.

During the recruitment process, should you wish to make a formal request for reasonable accommodations, please note that the local authority may request relevant medical or psychological reports to assist in determining whether the provision of such accommodations is applicable.

Interview:

Candidates will be assessed at interview under the following competencies. The candidates at the interview will be questioned on at least some of the indicators listed below under each competency:

Competency Indicators

Management, Change and Personal Effectiveness (100 marks)
Understands the strategy formulation process and appreciation of the impact of the environment on the strategic direction (i.e. the external drivers). Understands how the key internal processes impact on how the strategy is executed and the socio- political context within which services are delivered. Manages change and implements new ways of working through use of appropriate influencing skills. Upholds the ethical and governance ethos and principles of the public service. Is enthusiastic about the role, and is motivated in the face of difficulties and obstacles. Adopts a positive attitude to work; is enthusiastic and open to taking on new challenges or responsibilities. Takes the initiative and is proactive in addressing issues. • Develops realistic and challenging team plans which are consistent with the local authority's stated values and policies together with review processes to ensure that all relevant operations support the Council's mission and vision • Demonstrates innovation and creativity to secure successful strategic outcomes • 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.

Delivering Results – Delivering quality Outcomes and Ensuring Compliance (100 marks)

Promotes the achievement of quality outcomes in delivering services, with a focus on continuous improvement. Abides by the laws, regulations, policies and procedures affecting the discharge of your duties.

- Organises the delivery of services to meet or exceed the required standard through collaborating with, instructing and motivating stakeholders and by managing resources effectively
- Demonstrates experience of managing projects successfully and generally effecting work-based improvements
- Critically evaluates outcomes and processes used to achieve them
- Is aware of and understands relevant legislation, regulations and policies

Performance Through People – Communicating Effectively (100 marks)

Recognises the value of and requirement to communicate effectively. Has effective verbal 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/groups/agencies
- Ability to/experience of managing and supervising staff
- Demonstrates experience of effective team building in a workplace

Technical Knowledge and Experience (400 marks)

Has relevant experience and technical knowledge to carry out the duties of IS Technical Officer.

- Understanding of the role of IS Technical Officer in Limerick City and County Council
- Relevant experience to date
- Knowledge of all the technical aspects required for the position
- Demonstrates experience is the use of relevant IT packages
- Experience of managing Technical Projects.
- Possess technical and administrative experience of a high standard
- Understanding the role and duties in safety management in the workplace

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.

November 2026