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## Candidate Information Booklet

PLEASE READ CAREFULLY

# IS TECHNICAL SUPPORT OFFICER (Grade V)

*Competition Reference: ISTSO/0226*

**Closing Date: 4:00pm, Friday 6<sup>th</sup> March 2026.**

***Longford County Council is committed to a  
policy of equal opportunity.***



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Longford 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 Longford, with a focus on making Longford an attractive place to live, work and invest.

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

- Economic & Community Development
- Local Enterprise
- Planning
- Cultural & Recreational Services
- Infrastructure
- Water Services
- Housing
- Fire & Emergency Services
- Environment
- Finance
- Information Services
- Corporate Services
- Human Resources

This is an opportunity to gain employment in the role of **IS Technical Support Officer** with Longford County Council.

Longford 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 Technical Support Officer** and the selection process and candidates are advised to familiarise 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 Technical Support Officer**.

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 Technical Support Officer (Grade V)

### **The Role**

The IS Technical Support Officer (IS TSO) will participate in a team providing a high standard of technical support to the staff and Councillors in Longford County Council. Working under the direction of the IS Project Leader, it will involve the provision of 1st and 2nd level technical support across a geographically dispersed user base across all our office locations, on premise and remotely.

The successful candidate will work as part of the Information Systems team in Longford County Council, supporting the delivery of secure, reliable and citizen-focused ICT services across the organisation. Duties will include, but are not limited to, the following:

- Providing 1st and 2nd line ICT support to Council staff and Elected Members across all Information Systems platforms, services and locations throughout the County, including on-site, remote and hybrid working environments.
- Supporting a wide range of end-user devices and technologies, including:
  - Desktop and laptop systems, peripherals and mobile devices
  - Microsoft Windows operating systems
  - The full Microsoft 365 ecosystem including Outlook, Teams, SharePoint, OneDrive and Exchange Online
  - Active Directory, Azure AD / Entra ID and Multi-Factor Authentication
  - Microsoft Teams Rooms, video conferencing and Teams Phone solutions
  - Local Authority network infrastructure including LAN, WAN and Wi-Fi services
  - Council-wide security controls and endpoint protection systems
- Providing support for corporate and line-of-business systems used across Council Directorates, including:
  - Local Government business systems and national shared services
  - CRM platform
  - GIS, CAD and mapping systems
  - Web-based and cloud-hosted applications
  - Intranet, website and digital service platforms
- Developing and supporting digital solutions using Microsoft Power Apps, Power Automate and SharePoint, and leveraging Microsoft Copilot and Microsoft 365 capabilities to automate workflows, improve business processes, enhance collaboration and support secure information and records management across the organisation.
- Working closely with colleagues across the Infrastructure & Digital, Business Systems, Cyber Security and GIS functions, assisting with ICT projects, upgrades and service improvements as required.
- Resolving ICT incidents and service requests for local and remote users, including Council offices, external locations, and County facilities, using phone, email, service desk tools and in-person support.
- Ensuring all ICT issues are accurately logged, tracked and updated through the Council's service desk system, taking ownership of tickets through to resolution and maintaining high levels of customer service.
- Installing, configuring and maintaining ICT hardware and software, including:
  - Device builds and replacements
  - Software deployments, updates, patches and security releases

- Communicating clearly and professionally with users and stakeholders throughout the lifecycle of incidents, service requests and planned works, ensuring appropriate updates and resolutions are provided.
- Assisting in root cause analysis of recurring issues and contributing to the continuous improvement of ICT services, system stability and user experience across the organisation.
- Supporting the ongoing development, review and maintenance of ICT policies, procedures and technical documentation, in line with Council governance, cyber security and data protection requirements.
- Participating in backup, disaster recovery and business continuity procedures for Council ICT systems and services, including testing and recovery exercises where required.
- Building, deploying and supporting new ICT equipment and services as part of office moves, upgrades, new facilities and County-wide initiatives.
- Assisting with the procurement of ICT hardware, software and services, and liaising with approved third-party suppliers and vendors to resolve technical issues and support service delivery.

Supporting the implementation of the objectives, standards and targets set out in the Council's Digital Strategy and subsequent Information Systems Service and Team plans.

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

## COMPETENCIES

Key competencies for the post of **IS Technical Support Officer** are given in the table below. Candidates will be expected to demonstrate sufficient evidence within their application form of their competence under each of these headings.

Take particular note of the competencies below listed as any shortlisting or interview processes will be based on the information provided by the candidate in their completed application form.

<b>MANAGEMENT AND CHANGE</b>	<ul style="list-style-type: none"> <li>• Demonstrates innovation and creativity to secure successful outcomes.</li> <li>• Effectively manage the introduction of change and demonstrate flexibility and openness to change.</li> </ul>
<b>DELIVERING RESULTS</b>	<ul style="list-style-type: none"> <li>• Plan and prioritise work and resources effectively.</li> <li>• Establish high quality service and customer care standards.</li> <li>• Make timely, informed, and effective decisions and show good judgement and balance in making decisions or recommendations.</li> <li>• Create opportunities or overcome obstacles by rethinking or reconceptualising practices or procedures.</li> <li>• Develops realistic and challenging plans and policies, together with review processes to ensure that all relevant operations support the organisation's objectives.</li> </ul>
<b>PERSONAL EFFECTIVENESS, PERSONAL MOTIVATION &amp; INITIATIVE</b>	<ul style="list-style-type: none"> <li>• Adopts a positive and constructive approach to work.</li> <li>• Sets challenging standards and achieves high quality outcomes.</li> <li>• Responds positively to the challenges of the role.</li> <li>• Manages own time effectively to achieve objectives.</li> </ul>
<b>COMMUNICATING EFFECTIVELY</b>	<ul style="list-style-type: none"> <li>• Recognises the value of and requirement to communicate effectively. Has effective verbal and written communication skills. Has good interpersonal skills.</li> <li>• Presents ideas effectively to individuals and groups and delivers presentations suited to the nature and needs of the audience.</li> <li>• Writes fluently, clearly structuring written communication and demonstrates experience of report writing and correspondence in non-routine work situations.</li> <li>• Advocates a realistic approach and demonstrates experience of work-based dealings with a variety of individuals / agencies.</li> </ul>
<b>RELEVANT KNOWLEDGE AND EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Knowledge of the technical aspects required for the position.</li> <li>• Relevant experience to date.</li> </ul>

## **IS Technical Support Officer (Grade V) QUALIFICATIONS**

### **1. Character**

Candidates shall 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. 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, Training and Experience etc.**

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

- (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**

- (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**

- (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**

- (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**

- (e) 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:**

Experience in supporting and delivering ICT and digital services within a complex organisational or public-sector environment. This should include involvement in the implementation and support of digital solutions that enable service improvement, operational efficiency and secure information management.

Relevant experience may include working with a broad range of technologies and platforms such as Microsoft Power Apps and Power Automate for the development of workflow automation, forms and low-code business solutions, as well as the effective use of Microsoft Teams, Microsoft Copilot and related Microsoft 365 capabilities to support productivity, collaboration and information management across the organisation.

Experience should also encompass web-based and cloud-hosted systems, data and records management through Microsoft SharePoint, application support, business analysis, and the support of enterprise and line of business systems used across multiple service areas.

Hands-on experience in ICT service delivery and operations is required, including support for Microsoft 365 and hybrid cloud environments, server and client operating systems, virtualisation platforms, mobile device management, identity and access management, and the delivery and support of county-wide telecommunications and network infrastructure (LAN, WAN and Wi-Fi).

In addition, relevant experience should include ICT service management, end-user and systems support, cyber security controls, backup and disaster recovery, system monitoring, third-party supplier engagement, and the delivery of secure, resilient and compliant ICT solutions that support organisational objectives, national systems and continuous service improvement.



## PARTICULARS OF EMPLOYMENT

### 1. The Post

The post is wholetime (i.e. 35 hours per week) and appointment may be permanent or temporary.

### 2. Location

Longford County Council reserves the right to assign the successful candidate to any premises in use by the Council, now or in the future.

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

### 3. Commencement

Longford 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 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, Longford County Council shall not appoint them.

### 4. Working Hours

The current working hours are 35 hours per week, Monday to Friday. Longford County Council reserves the right to alter the hours of work from time to time in line with Government Circulars.

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. Longford County Council requires employees to record their hours using a Clocking system.

### 5. Reporting Arrangements

**IS Technical Support Officers** report directly to the IS Analyst or IS Project Leader in the Section or to any other employee of Longford County Council as the Director of Services or other appropriate employee may designate for this purpose.

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

### 6. Probationary Period of Employment

There shall be a period after appointment during which the appointee will hold the position on probation. The period of probation will be prescribed by the Chief Executive. Employment may be terminated during the probationary period should service be deemed by the Chief Executive to be unsatisfactory. Employment may be terminated at the end of the probationary period unless the Chief Executive has certified that the employee had satisfactory service. Tenure of employment following probation will be subject to satisfactory service.

## 7. Remuneration

The current salary scale for the post of **IS Technical Support Officer** is **€52,239 - €62,484 LS12** gross per annum (**Circular EL 02/2026**), the rate of remuneration may be adjusted from time to time in line with Government Circulars.

On appointment successful candidates will be placed on the first point of the point of the salary scale. Appointment to a higher point of the salary scale may apply to candidates employed elsewhere in the public service, subject to verification of service history.

Remuneration is paid fortnightly by Pay-Path directly to the employees 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.

## 8. Superannuation & Retirement

A person who becomes a pensionable employee of the County Council will be required in respect of their Superannuation to contribute to the Local Authority at the appropriate rate.

The terms of the Local Government Superannuation (Consolidation) Scheme 1998 as amended or the Public Services Superannuation (Miscellaneous Provisions) Act 2004 or the Public Service Pensions (Single Scheme & Other Provisions) Act 2012 will apply as appropriate on appointment.

Retirement age for employees is dependent on their relevant contract of employment, with due consideration being given to the rules of the Superannuation Scheme to which they belong.

- For appointees who are deemed not to be “new entrants” as defined in the Public Service Superannuation (Miscellaneous Provisions) Act, retirement is compulsory on reaching 65 years of age.
- The minimum retirement age for “new entrants” to the public service as defined in the Public Service Superannuation (Miscellaneous Provisions) Act 2004 is 65. There is no mandatory retirement age.
- Effective from 1<sup>st</sup> January, 2013, The Single Public Service Scheme applies to all first-time new entrants to the public service, as well as to former public servants returning to the public service after a break of more than 26 weeks:
  - Retirement age is set, initially, at 66 years; this will rise in step with statutory changes in the State Pension Contributory (SPC) age to 67 years in 2021 and 68 years in 2028.
  - Compulsory retirement age will be 70.

## 9. Annual Leave

The current annual leave entitlement for **IS Technical Support Officer** is **30 days** per annum.

The Chief Executive of Longford 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.

## **10. Driver's Licence & Insurance**

Longford 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 cover for business use and to indemnify Longford County Council with the indemnity specified on your 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.

## **11. Code of Conduct/Organisation Policies**

Employees are required to adhere to all current and future Longford 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.

## **12. 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.

## **13. Health and Safety Regulations**

Longford County Council as an Employer is obliged to ensure, 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.

## **14. 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.

### **Important 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 the successful candidate.**

## SELECTION PROCESS

### 1. How to Apply

Only fully completed applications forms will be accepted.

Please ensure that:

1. your application is made on the official application form only and sent via email in pdf format to [hrrecruitment@longfordcoco.ie](mailto:hrrecruitment@longfordcoco.ie) – do not attach or include your CV

**NOTE:** your CV will not be accepted as an application or as part of your application.

2. you fully complete all sections of the application form and include all relevant, detailed, and accurate information. Ensure that your application form is completed in **typed format**.

**NOTE:** any offer of employment is subject to the information given on your application form being true. False/misleading information or deliberate omissions may result in termination of employment.

3. you include a copy of your educational certificates as part of one pdf application.
4. you submit your application on or before **4:00pm, Friday 6<sup>th</sup> March 2026.**

Forward your completed application form via email to [hrrecruitment@longfordcoco.ie](mailto:hrrecruitment@longfordcoco.ie)

- **Applications submitted after the closing date will not be accepted.**
- **Applications forms must be submitted by email in pdf format.**
- **Applications submitted by hand, post or fax will not be accepted.**
- **Claims in relation to the late receipt of application forms will not be entertained.**

Admission to this competition, or an invitation to take tests or to attend for interview does not infer that you fulfil all the requirements for appointment.

Applications submitted by email will be acknowledged automatically. Please keep this acknowledgement as proof of delivery and receipt of your application.

If you do not receive an acknowledgement within 24 hours, please contact the Human Resources Department immediately at 043 334 3356 / 043 334 3396 or by email: [hrrecruitment@longfordcoco.ie](mailto:hrrecruitment@longfordcoco.ie)

**It is the responsibility of candidates to ensure the proper application format, delivery, and receipt of their applications.**

Longford County Council may need to contact you during the competition's selection process. It is important that the contact details (i.e. your postal address, email address and phone number) given on your application form are correct and accessible by you.

Longford County Council will not accept responsibility for communication not accessed or received by you.

## 2. Selection Process

### Stage 1 – Submission of Application Form via email

Candidates interested in applying for the position of **IS Technical Support Officer** should submit their completed application with supporting documentation form via email in PDF format to [hrrecruitment@longfordcoco.ie](mailto:hrrecruitment@longfordcoco.ie)

Each completed application must include a copy of all educational qualifications declared in the application form.

Failure to submit a completed application form, with all required supporting documentation, by the specified deadline will result in the application being deemed invalid and it will not be permitted to proceed any further in the selection process.

### Stage 2 – Initial Screening

All completed application forms received by the stated closing date & time will be screened to ensure that they meet the minimum eligibility criteria for the position of **IS Technical Support Officer** in accordance with the declared Qualifications (as given on **page 6** of this booklet).

Candidates who demonstrate that they meet the required eligibility criteria, their application will progress to Step 3 of the selection process.

Candidates who fail to demonstrate that they meet the minimum eligibility criteria required, their application will be deemed invalid and will not progress any further in the selection process.

### Stage 3 – Shortlisting

Longford County Council reserves the right to shortlist applications, it is very important therefore, that candidates provide accurate, clear, and comprehensive information in their completed application forms.

Shortlisting may take the form of:

1. a desktop-shortlisting process, where a board will be assigned to examine the information provided by the candidate and assess it against criteria required for the position, and/or
2. an online shortlisting interview.

Candidates who are shortlisted may have their application scored and ranked in order of merit. Based on the score awarded their application may progress to Step 4 of the selection process.

For candidates who are not shortlisted, their application will not progress any further in the selection process.

### Stage 4 – Interview

On completion of Stage 3 of the selection process, successfully shortlisted candidates may be invited in batches, to attend for interview.

An independent interview board will be established by the Chief Executive of Longford County Council. The board will comprise a Chairperson and two other members, who will have expert knowledge in the relevant field. The objective of the board is to establish the applicant's suitability for the post and to rank the successful candidates in order of merit for appointment.

The interview will be the candidate's opportunity to demonstrate that they possess the required competencies, knowledge, skills, and experience. The objective of the board is to assess the candidate's responses against agreed criteria and to identify the candidates who best meet the competencies required.

Longford County Council will issue advance notice of the date and time of the interview. It is the responsibility of the candidate to make themselves available for interview on the date and time notified and to ensure that they are able to successfully connect to the online interview if required.

Requests to reschedule notified interview dates or times cannot be accommodated.

Candidates who do not attend/connect for their interview at the time and on the date advised will be deemed to have withdrawn their application from the competition and their application will receive no further consideration.

Expenses incurred by candidates in attending for interview will be the responsibility of the candidate.

Candidates who are successful in the online interview process will be qualified for appointment in order of merit and placed on a panel. This panel may be used to fill both permanent and temporary **IS Technical Support Officer** vacancies that may arise during the life of the 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 sought references are received and all other clearance checks, e.g. Garda Vetting, occupational health, verification of education qualifications, etc, have been carried out to the satisfaction of the Council.

Candidates on the **IS Technical Support Officer** panel who satisfy all the requirements for the post may be offered employment subject to:

1. Their place, in order of merit, on the panel
2. The requirements of Longford County Council.

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.

### **3. Feedback**

Candidates shall be notified of the outcome of each stage of the selection process as soon as possible.

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.

#### **4. Deeming of candidature to be withdrawn**

Candidates who do not attend for testing and/or interview when and where required by Longford County Council and/or the Testing Company, or who do not, when requested, furnish such evidence as required by Longford County Council within the specified timeframe, regarding any matter relevant to their candidature, will be deemed to have withdrawn their application from the competition.

#### **5. References**

Applicants are required to advise the names of two responsible persons to whom they are well known but not related.

In advance of any offer of employment, Longford 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. Longford County Council reserves the right to determine the merit, appropriateness and relevance of such references and referees. Information sought from referees shall be structured around the requirements of the job and the job description, person specification and/or competency profile provided.

#### **6. Verification of Education Qualifications**

Prior to appointment, the candidate will be required to present 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.*

#### **7. Pre-Employment Medical**

Prior to appointment the candidate will be required to complete a Health Declaration and to undergo a medical examination, at their own expense, by a qualified medical practitioner nominated by the Council. On taking up employment the expense of this medical examination will be refunded.

#### **8. Garda Clearance**

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

#### **9. 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.

## **10. Confidentiality**

Longford 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 Longford County Council as part of the recruitment and selection process are subject to a range of legislation, including Freedom of Information and Data Protection. Longford County Council shall comply with the National Records Retention Policy (2001) and any other relevant records retention policies.



# FAQ

Frequently Asked Questions (and Answers)

## **1. Who can I contact if I have a query in relation the Recruitment Campaign for IS Technical Support Officer?**

The Candidate Information Booklet provides comprehensive information relating to the selection process for this recruitment campaign. However, if after reading this information booklet you require any additional/further information - please forward your query by email to: [HRrecruitment@longfordcoco.ie](mailto:HRrecruitment@longfordcoco.ie)

## **2. I have submitted my application form. What happens next?**

Longford County Council will carry out an eligibility check on all application forms to ensure that they meet the minimum eligibility criteria for the post as set out by the Department of Housing, Local Government and Heritage. If you do not meet the minimum eligibility requirements for the post, based on the information given in your application form, you will not be invited to interview.

Depending on the number of candidates remaining at this stage of the competition it may be necessary to hold a shortlisting process. The shortlisting process may take the form of either a desktop exercise (based on the information contained in the application forms) or a shortlisting interview.

## **3. What happens on completion of the shortlisting process?**

Longford County Council will contact all applicant's advising them of the results of the shortlisting process. Candidates who are shortlisted at this stage will be invited to attend for interview. It is your responsibility to attend for interview on the date and time notified. An alternative dates and times cannot be facilitated.

## **4. What happens after undertaking the final interview?**

Candidates who are successful in the interview process will be placed on a panel and ranked in order of merit. This panel may be used to fill both permanent and temporary vacancies for the post of **IS Technical Support Officer**, that may arise during the life of the panel.

Please note that being placed on a panel is not a guarantee that you will be appointed to the position of **IS Technical Support Officer**.

## **5. If I am offered employment, where will I be based?**

The management of Longford County Council reserve the right to assign employees to any premises or business section as required in accordance with the business needs of the organisation.

## **6. How will Longford County Council communicate with me throughout the Recruitment and Selection Campaign?**

Longford County Council may contact you by phone, email or post at various stages throughout the selection process. Any change to the contact details provided that occur during this recruitment campaign should be notified by email to [HRrecruitment@longfordcoco.ie](mailto:HRrecruitment@longfordcoco.ie)