**Graphical user interface

Description automatically generated with medium confidence**

In order to be considered for this post, candidates must submit this completed **signed** application form by email to [recruitment@epa.ie](mailto:recruitment@epa.ie) before **4.00pm on Thursday 11th July 2024.**

Please read the Candidate Information Booklet which provides relevant information about the requirements of this post.

This form***must be fully completed in type Calibri Font 12.*** Written applications will not be considered**.**

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| **Post Name: ICT Operations Engineer – Programme Officer II (Level 4)** |
| **Post Number: 000425** |

**Section 1 – Personal Details**

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| **Applicant Surname** |  |
| **Applicant Forename** |  |
| **Phone Number** |  |
| **Email Address** |  |
| **Address** |  |

**Section 2 - Education**

Education including academic, professional, or technical qualifications **(most relevant)**. Please give the title of thesis/dissertation if applicable. Include the NFQ level where applicable. Please check the NFQ website [www.nfq.ie](http://www.nfq.ie)

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| --- | --- | --- | --- | --- |
| **Date obtained and**  **Full Title of Degree(s) and Qualification(s) held and**  **NFQ Level.** | **Subjects & Grade obtained (e.g., 1, 2.1, 2.2, Pass, etc.)** | **University, College, School, or Examining Authority** | **Duration** | |
| **From** | **To** |
| **DATE:**    **TITLE:**  **NFQ Level:** |  |  |  |  |
| **DATE:**    **TITLE:**  **NFQ Level:** |  |  |  |  |
| **DATE:**    **TITLE:**  **NFQ Level:** |  |  |  |  |
| **DATE:**    **TITLE:**  **NFQ Level:** |  |  |  |  |
| **DATE:**    **TITLE:**  **NFQ Level:** |  |  |  |  |

**Section 3 - Employment History *(Please list all but only give summary of responsibilities for those relevant to the job)***

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| --- | --- | --- | --- |
| **Employer Name** |  | | |
| **Employer Address** |  | | |
| **Position** |  | | |
| **Start Date (Day, Month and Year)** |  | **Duration in months** |  |
| **Briefly summarise main responsibilities of the role**  **(Max 300 words)** | *[Only give details if experience relevant to the job you are applying for]* | | |
| **Reason for leaving** |  | | |

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| --- | --- | --- | --- |
| **Employer Name** |  | | |
| **Employer Address** |  | | |
| **Position** |  | | |
| **Start Date (Day, Month and Year)** |  | **Duration in months** |  |
| **Briefly summarise main responsibilities of the role**  **(Max 300 words)** | *[Only give details if experience relevant to the job you are applying for]* | | |
| **Reason for Leaving** |  | | |

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| --- | --- | --- | --- |
| **Employer Name** |  | | |
| **Employer Address** |  | | |
| **Position** |  | | |
| **Start Date (Day, Month and Year)** |  | **Duration in months** |  |
| **Briefly summarise main responsibilities of the role**  **(Max 300 words)** | *[Only give details if experience relevant to the job you are applying for]* | | |
| **Reason for Leaving** |  | | |

**Section 4 – Relevant Experience Requirements**

Please consider carefully the information provided in the Candidate Information Booklet before completing this section. Candidates must clearly outline on their application forms how their qualifications and experience meet each of the essential and desirable requirements.

In this section candidates are asked to summarise their **technical/specialist/administrative skills and work experience** most relevant to the role.

Candidates are required to b*riefly highlight specific key achievements, specialist knowledge, contributions or expertise that you have developed over your career to date and to p*rovide examples of **achievements** in these areas where specified and outline how you feel you will add value in the role in the EPA. Recent relevant experience is required.

Candidates must fully demonstrate each of the selection criteria. Where an example is specified you are asked to describe a situation from your own experience, which you think is the best example of what you have done and which best demonstrates the experience/skill required. It is essential that you outline how you demonstrated the experience/skill/knowledge/competency in question.

For each example you provide in the following section:

1. Briefly describe the background/nature of the task/problem/situation.
2. What you actually did to demonstrate the skill/experience.
3. The outcome or result of the situation.
4. How this experience will add value in the role in the EPA.

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| **Section 4 - Essential Criteria**   1. **Relevant (NFQ Level 6) in Computer Science, Business Information Systems or Information Technology and a minimum of seven years relevant experience within ICT Operations activities.**   **OR**  **Qualification in (NFQ Level 7) in Computer Science, Business Information Systems or Information Technology and five years relevant experience within ICT Operations activities.**  **OR**  **Degree (NFQ Level 8) in Computer Science, Business Information Systems or Information Technology and three years relevant experience within ICT Operations activities**  **Demonstrate details of an appropriate degree.** |
| **Details of a relevant qualification should be demonstrated in Section 2 – Education - of this application form.** |

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| **Section 4 - Essential Criteria**  **2. Demonstrated excellent working technical knowledge and experience of managing core functions such as**  **a. Cloud: SharePoint, Office365, Defender**  **b. Networking: Firewalls, Routers, Switches**  **c. Backup: Veeam, Cloudian**  **d. Server Infrastructure: Windows Server, Linux.**  **From your experience outlined in your employment history above please summarise your technical/specialist skills and work experience most relevant to these criteria.**  (Max 500 words – please note only the first 500 words will be considered as part of the application) |
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| **Section 4 - Essential Criteria**  **3. Demonstrated experience and expertise in delivering technical projects in an enterprise environment.**  **A specific example should be used to demonstrate this experience.**  (Max 250 words – please note only the first 250 words will be considered as part of the application) |
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| **Section 4 – Essential Criteria**  **4. Excellent interpersonal and communications skills with a proven track record in building effective working relationships with stakeholders.**  **A specific example should be used to demonstrate this experience.**  (Max 250 words – please note only the first 250 words will be considered as part of the application) |
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| **Section 4 – Essential Criteria**  **5. Demonstrated experience in effectively managing 3rd line escalations from a service desk, showcasing the ability to provide expert technical support and collaborate with internal teams and external vendors to resolve complex IT issues in a timely manner.**  **A specific example should be used to demonstrate this experience.**  (Max 250 words – please note only the first 250 words will be considered as part of the application) |
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**Section 5 - General Information**

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| **Do you have the right to work within the European Union (EU)?** |  | **If applicable, please give details of work permit/Visa Status** |  |
| **Do you hold and maintain a current Full Driving Licence valid for driving in Ireland** | **Essential Criteria 6: Yes/No** | | |

**Section 7 – Referees (minimum of two required – please note that referees sought will include your current employer and your next most recent employer)**

**Note: We will not contact your referees unless an offer of appointment has been made.**

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| --- | --- | --- | --- |
| **Name/Position** | **Nature of Relationship** | **Phone Number** | **E-mail Address** |
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**Section 8 - Reasonable Accommodation**

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| If you have a disability and this precludes you from completing this application form and/or submitting it by the closing date, please contact Human Resources at [recruitment@epa.ie](mailto:recruitment@epa.ie) for alternative arrangements and/or reasonable adjustments |

**Section 9 - Declaration**

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| **Before you return the form, please ensure that you have competed all the relevant sections.**  I hereby declare that I have read and fulfil all of the requirements in the Candidate Information Booklet and confirm that all information provided in this application is true and correct.  Please note that the use of online systems, software or artificial intelligence to prepare your  application/responses are not permitted. Candidate applications are subject to duplication/originality checks. If a breach occurs, EPA will consider sanctions which may result in disqualification. By submitting your application, you are confirming that you consent for your application form to be subject to this process.  If any information provided in this application be found to be false, misleading, or inaccurate in any material way, the EPA reserves the right to withdraw any offer of employment made to you or, if you have already commenced employment when this is discovered, to terminate your employment.  I give my permission for enquires to be made to establish such matters as qualifications, experience, character and for the release by other people or organisations of such information as may be necessary to the Environmental Protection Agency for that purpose. This includes enquiries from past/present employers. The submission of this application is consent to this.  Canvassing will disqualify. | |
| **Signature\*** |  |
| **Name** |  |
| **Date of submission** |  |

**\*A typed signature may be used.**