



Commissioners of  
**IRISH LIGHTS** | Navigation  
and Maritime  
Services

***CANDIDATE BRIEFING PACK***  
**ICT Support and Helpdesk Officer**  
**ICT Department**



<b>Head Office Location:</b>	Harbour Road, Dun Laoghaire, Co Dublin, A96 H500
<b>Vacancy:</b>	ICT Support and Helpdesk Officer
<b>Remuneration:</b>	A starting salary of €34,000 rising to €41,000 per annum plus attractive benefits package.

### Background

The mission of Irish Lights is Safe Navigation at Sea. We are a maritime organisation delivering essential 24/7 safety and navigation services around the coast of Ireland, 365 days a year. Our vision is to protect lives, property, trade and the environment by delivering next generation maritime services at the interface of navigation technology, engineering and data management.

Irish Lights is responsible for Maritime Aids to Navigation under the Safety of Life at Sea (SOLAS) Convention. This remit includes the provision and maintenance of over 330 general aids to navigation, the superintendence of approx. 3,300 local aids to navigation, and marking or removing dangerous wrecks outside harbour areas around Ireland.

Irish Lights also provides a range of navigation and contract commercial services including ship charter, buoy and maritime data. We provide value added services to support the development of the broader maritime economy including Met and Coastal Data Services. The Irish Lights tourism and heritage initiative, the 'Great Lighthouses of Ireland' was developed in partnership with local communities and offers visitors from home and abroad the chance to visit or stay in a working lighthouse.

See our website [www.irishlights.ie](http://www.irishlights.ie) for further details.

### Mission Statement

**Safe Navigation at Sea:** To be a leading and innovative provider of reliable, efficient and cost effective navigation and maritime services for the safety of all.

### Values

Irish Lights' strategy will be delivered by holding true to the values of the organisation. Our Values set the foundation for our interactions with our stakeholders, customers, suppliers and the community. These values, which are the cornerstone for the success of the organisation, are:

- Professionalism
- Respect
- Trust
- Quality
- Innovation
- Collaboration

### Our four departments:

The **Coastal Operations** (CO) Department is focused on delivery of operations on the coast and the Dun Laoghaire facility.

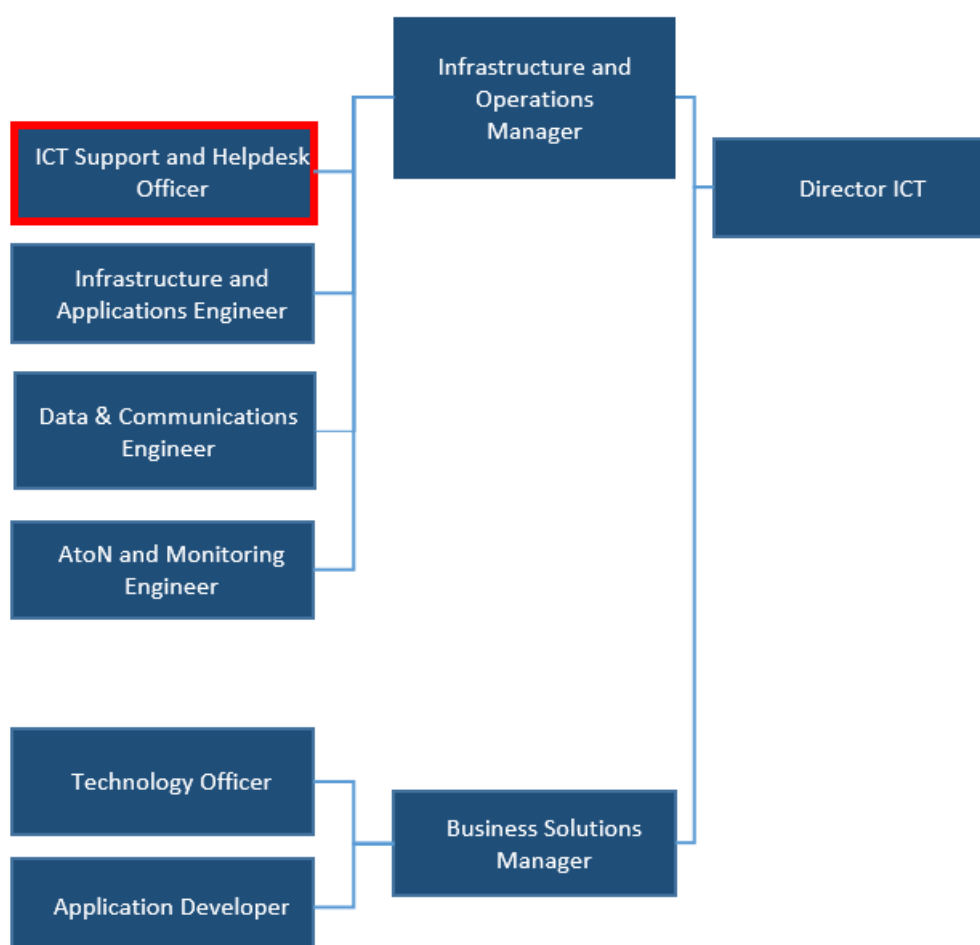
The **eNavigation and Maritime Services** (EMS) Department is a newly created Department and will lead on foresight, policy and stakeholder engagement and the integrated design, development and delivery of visual/electronic AtoN and maritime information services, and also provide technical support for coastal operations activities..

The **Information and Communication Technology** (ICT) Department supports the efficient and effective execution of the organisation's business processes, design of network and systems architecture and management of ICT infrastructure and networks.

The **Corporate Services** (CSD) Department is responsible for Finance and Management Accounting, Corporate Governance, Annual Corporate Plan & KPI Reporting, Legal and Insurance, Procurement, Support to Commercial Services and Business Continuity.

In addition the Human Resources Team, Communications Manager and Programme Manager report directly to the Chief Executive.

### Reporting Relationship in ICT



## Overview of Role

The ICT Support and Helpdesk Officer reports to the Infrastructure and Operations Manager and is responsible for:

- Providing Level 1 and 2 Helpdesk support to Irish Lights employees and to ensure that calls to the ICT Service/Helpdesk are dealt with or assigned promptly and escalated where necessary to Level 3 support.
- Providing internal support within the ICT Department to support the Irish Lights ICT team to carry out routine maintenance and support the desktop and server infrastructure (hardware and systems).

The ICT Support and Helpdesk Officer will work closely with Level 3 Support (internal/external) and other members of the ICT Department. The role is based at the Irish Lights Headquarters in Dun Laoghaire and may involve occasional visits to the Granuaile (Ship) or other locations around the coast.

## Level 1 Accountabilities

- Provide Level 1 ICT Helpdesk support for Irish Lights employees
- Meet the ICT Service Level Agreement metrics (Priority 1 – 3)
- Ensure all client devices (80 laptops/desktops, mobiles) are updated in a timely manner and protected from cyber security threats
- Carry out daily/weekly/monthly/yearly maintenance procedures and checklists
- Manage and deploy security patches on laptops and desktops (Dun Laoghaire Office, Granuaile [Ship] and for out of office/remote users).
- Manage laptop and desktop anti-virus deployment and hard drive encryption
- Perform system management tasks including printer management, monitoring hardware/software faults/errors. Experience or an understanding of monitoring systems such as (SolarWinds) would be beneficial.
- Client device management and issue resolution
- Client device installation, configuration and deployment
- Ensure hardware/software asset deployments are tracked and managed, highlight pending replacements and ensure the ICT Technology Roadmap is up to date
- Ensure change control procedures & manuals are up-to-date and available on the intranet
- Meeting room technical support – AV, VC, presentations, meetings, conferences etc.
- Support for remote users – VPN, laptop connectivity, webmail

## Level 2 Accountabilities

- Provide Level 2 ICT Helpdesk support for Irish Lights employees
- Data and email backup and restore management
- Manage Active Directory user security – user accounts, groups, share and file permissions following best practice.
- Assist L3 support with server maintenance and management
- Assist with the planning, design and implementation of new technologies
- Email account administration, permissions and support (creating user and shared mailboxes, managing quotas etc.)
- Understanding and ability to provide troubleshooting of VMware and Citrix environments
- Manage user-facing cyber security systems (Web content filtering, Email content and spam filtering, anti-virus etc.)
- Implement assigned work programme
- Provide backup cover and assistance to other ICT personnel within the ICT department for server and systems management and any other assigned duties

### Key Requirements, Qualifications, Experience and Required skills

- Computer related degree or ICT qualification (MCSA/MCSE)
- Relevant professional experience in a computer related discipline
- Relevant network/support management experience
- Customer focus, proactive and innovative
- Comprehensive understanding & experience in VMware, CITRIX, SAN, Windows 2003/2008/2012 (Client & Server), Microsoft Exchange, WAN & LAN topologies.
- Ability to communicate technical information and ideas clearly to non-technical people
- Excellent problem solving capabilities and an effective communicator
- Excellent knowledge of network related technologies
- Commitment to upskilling and personal development
- Flexible approach to work and working hours and carry out other duties as required

### Performance Expectations

- Customer focussed, innovative and proactive in customer service delivery, follow up and issue resolution
- Provide incident reporting for systems outages/vulnerabilities
- Provide support in assigned areas of responsibility and assign work to other members of the ICT Dept.
- Ability to work as part of a team, prioritise work and work to deadlines
- Deliver on objectives agreed in the Performance and Development system (PADS)
- Maintain system related documentation and schematics e.g. change control & ensure information is published & maintained on the Irish Lights intranet
- Support orientated with an open and collaborative approach to all areas of Irish Lights
- Team player (active and full participation in the ICT team)
- Adhere to the guidelines within the ICT Service level agreement
- Commitment to upskilling and personal development
- Commitment to the Irish Lights Strategy

## Terms and Benefits

- **Salary** – A starting salary of €34,000 rising to €41,000 per annum is on offer together with a range of attractive benefits.
- **Pension Scheme** – The pension arrangements form an important part of the pay and reward package offered to employees. The pension scheme is a defined benefit occupational pension scheme and Irish Lights contribute 27% of salary towards pension benefits.
- **Annual Leave** – 21 days, increasing to 23 days after 7 years continuous services and 26 days after 12 years continuous service.
- **Travel and Subsistence** – Travel and subsistence expenses are paid to employees required to travel, in accordance with approved rates.
- **Training and Development support** – Irish Lights aims to ensure that all employees have the knowledge, skills and experience necessary to be successful in their roles and to fulfil their career potential.
- **Family Friendly Policies** – Irish Lights has a range of family friendly policies that allow employees to balance work with other aspects of their lives.
- **Maternity/Paternity/Adoptive/Parental Leave provisions** – Maternity, paternity, parental and adoptive leave benefits are enhanced beyond the statutory entitlements.
- **Employee Assistance Programme (EAP)** – Irish Lights provides an independent, 100% confidential EAP service, delivered through VHI, offering professional and impartial advice, information and counselling on a range of issues. This service is free to employees and is also available to immediate family members.
- **Occupational Health Service** – Irish Lights works with an independent Occupational Health service provider, who provides support and advice for employees who have an illness or a medical condition affecting their ability to work.
- **Sickness Absence Provisions** – For employees unfortunate enough to become ill, the Sick Leave Policy provides up to a total of 13 weeks paid leave (less any social welfare payments) in one year, followed by a further 13 weeks half pay (less half of any social welfare payments) thereafter, subject to a maximum of a total of 26 weeks paid sick leave in any four year period.
- **Canteen** – There is an onsite canteen that offers a variety of options for breakfast and lunch.
- **Car parking** – There is onsite car park available to employees at our Dun Laoghaire office.
- **Taxsaver Scheme** – Employees who travel to work using public transport can avail of an Annual Taxsaver ticket which provides significant savings on travel costs.
- **Bikes for Work Scheme** – Employees who cycle to work or use a bicycle on part of their journey can avail of the Bikes for Work Scheme.
- **Death in service pension benefits** – The pension scheme will pay 2 times annual salary to a nominated person(s) in the event of a member's death in service.
- **Eye sight test** – Employees can avail of an eye sight test voucher.