




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

## **CANDIDATE BRIEFING PACK**

ICT Technical Support Officer



Apply at [www.irishlights.ie/who-we-are/vacancies](http://www.irishlights.ie/who-we-are/vacancies)



**Irish Lights operates a mix of Aids to Navigation, including 65 lighthouses, 116 buoys, 20 beacons and a range of electronic aids, as part of a critical national infrastructure for the maritime sector around the coast of Ireland.**

**Some of our lighthouse stations are over 200 years old but with new communication and navigation equipment as well as powerful LED lights they continue to provide a vital service to mariners and increasingly also to local tourism, heritage and environmental protection programmes.**

**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 ICT Technical Support Officer is a key member of the ICT Team who engages with all employees and all lines of business in the organisation and also with a range of external stakeholders.**

**Are you up for the challenge?**





### Irish Lights Remit

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 as follows:

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

## Strategic Direction

Irish Lights strategy “*Safe Seas - Connected Coasts*” is available on our [website](#).

The strategy recognises the exciting and challenging trends in the maritime sector at national and international level. It places a strong emphasis on positioning Irish Lights to play a leadership role in the delivery of next generation navigation and safety services, enabled by innovation and technology. We have accordingly set ourselves six ambitious outcomes that we want to deliver over the period 2018 -2023. These outcomes reflect the modern role of Irish Lights delivering navigation, safety and allied maritime services and supporting the growth of the maritime economy.

### **(1) For the Safety of All**

Irish Lights is focused on the delivery of proactive, reliable and value-for-money services for all stakeholders and customers. We are proud to provide a depth and breadth of expertise at the interface of navigation, engineering, technology and data management. We are committed to delivering on our role as a member of the value chain of maritime safety services on the island of Ireland and our relationship with Trinity House and Northern Lighthouse Board ensures that these services are delivered in a consistent manner with the UK.

### **(2) International Maritime Leadership**

The nature of AtoN services is that they must be internationally standardised to serve a global industry. Technology development and convergence requires that over the period of this strategy Irish Lights exercises a far broader international influence than was necessary in the past. We will do this by achieving early influence with international bodies such as the International Association of Marine Aids to Navigation and Lighthouse Authorities (IALA), International Maritime Organisation (IMO), International Hydrographic Organisation (IHO) and International Telecommunication Union (ITU) over policy, regulation and standards that impact on navigation safety and through sharing information, expertise and resources to the benefit of all parties.

### **(3) Technological Innovation**

Across the maritime sector there is recognition of the increasing pace of technological development and the role new technology can play to improve safety and performance. Irish Lights will continue to lead on the adoption of new technology that delivers safety and economic benefits for the maritime sector. We will support the trial and implementation of advanced engineering, communications and data technologies and engage in ongoing consultations with regulators, providers and users as appropriate. In particular we will ensure user input into the selection and development of emerging technology solutions.

### **(4) Collaboration and Partnership**

Irish Lights works closely with a matrix of local, national and international partners who collaborate with us to enable us to deliver a diverse suite of services. Essential to our success is our relationships with key marine agencies and local authorities around the coast of Ireland and Northern Ireland.

Over the period of this strategy we will strengthen our existing partnerships to support the delivery of key services and where necessary form new partnerships for added value and commercial service delivery.

### **(5) Delivery of Added Value**

Delivery of our core services requires investment in infrastructure and expertise which can be utilised to provide added value. Over the period of this strategy we will seek to strengthen the wider contribution that Irish Lights makes by targeting our expertise, asset base and proven technological capabilities to deliver maximum value and public good services in the interests of our stakeholders, coastal communities and the wider economy.

### **(6) Safeguarding the past – Positioning for the Future**

While our focus in this strategy is very much on the future, we have confidence that in facing this future we are building on the ingenuity and resilience of the people who worked in Irish Lights over the generations. Moreover we have in our stewardship a tangible legacy of the past in the unique set of heritage assets which we own and these have significant value and potential in the development of tourism, education, research and community based initiatives. Over the period of this strategy, we will continue to build on the international success of our ‘all island’ tourism initiative, Great Lighthouses of Ireland and we will work with third parties to protect, develop and promote our unique archive and heritage assets for the benefit of the Irish public. As the strategy unfolds over the period 2018 to 2023 we will work closely with all stakeholders to meet their evolving needs and to achieve our vision.





## Role Profile

**Job Title:** ICT Technical Support Officer

**Reporting to:** ICT Infrastructure and Applications Engineer

## Overview of the Role

The ICT Technical Support Officer is a key member of the ICT Team who engages with all employees and all lines of business in the organisation and with a range of external stakeholders. The role is based at the Irish Lights Headquarters in Dun Laoghaire and may involve visits to our ship (Granuaile) and other locations around the island of Ireland.

## Responsibilities

- Providing Level 1 and Level 2 technical support service (triage to problem solving) and ensuring issues arising are addressed and brought to a satisfactory resolution in a timely manner.
- Escalation of Level 3 technical support issues within the ICT department or to external Third Parties where appropriate
- Training, influencing and upskilling Irish Lights employees in the use of existing and emerging technologies in order to change behaviours and to ensure smarter and more efficient working practices are established and adopted.
- Managing all software and hardware contract renewals with external Third party suppliers.
- Management and procurement of mobile phone devices for Irish Lights personnel

## Accountabilities

- Provide ICT Technical Support for all Irish Lights employees (office based, employees working remotely, coastal and ship based employees) and external stakeholders
- Ensure delivery of the ICT Service Level Agreement (SLA) metrics (Priority 1 – 3)
- Promote employee upskilling through inductions and basic training on the use of new and existing ICT technologies.
- Working with the ICT team, ensure key cyber security controls, principles and countermeasures are adhered to and provide “hands on” support to colleagues/external stakeholders in the event of a cyber-incident
- Assist with the planning and implementation of major infrastructure projects, new systems and technologies
- Manage and deploy security patches, anti-virus and encryption on laptops and desktops (Office, on-board our ship and for out of office/remote users)
- Ensure relevant change control procedures and manuals are updated.
- Responsible for device imaging, configuration and deployment and ensuring asset deployments are recorded, tracked and pending replacements highlighted
- Perform system management tasks including printer management, monitoring and resolving hardware/software faults/errors
- Manage the data backup processes for the organisation

### Accountabilities (contd.)

- Maintain Active Directory user security – user accounts, email accounts, groups, network share and file permissions following best practice
- Carry out daily/weekly/monthly/yearly maintenance procedures and checklists
- Provide technical support and act as key point of contact for all AV, VC, presentations and meetings (internal and external stakeholders)
- Administer and manage user-facing cyber security systems (web content filtering, email content and spam filtering, anti-virus etc.)

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

- Relevant professional experience (at least 5 years) in a computer related discipline
- Relevant ICT related degree (desirable) and/or ICT qualification (MCSA/MCSE)
- Excellent communication/influencing skills to ensure adoption and effective use of technologies, to change behaviours and ensure smarter and more efficient ways of working are established
- Excellent problem solving, technical issue resolution and support skills to ensure employees and stakeholders can operate in a connected and productive manner
- An understanding of network topologies and environments including VMware, CITRIX, SAN, Windows (Client and Server), Microsoft Exchange, M365, WAN and LAN.
- Strong team player, customer focussed, innovative and proactive in customer service delivery, follow up and issue resolution
- Self-motivated with good judgement, attention to detail, very strong technical know-how and time management skills
- Ability to work on own initiative and demonstrate proactive ownership of work programme
- Commitment to upskilling and personal development
- Flexible approach to work and working hours and carry out other duties as required

### Performance Expectations

- Ability to triage and provide “end to end” solution(s) and provide technical support and/or training in order to bring issues to a satisfactory resolution in a timely manner or escalate to a colleague
- Prioritise work and work to deadlines
- Team player with an open and collaborative approach to problem solving, resolving technical, training technology adoption issues
- Adhere to established processes and procedures, recommend system improvements and define new ones when appropriate
- Deliver on objectives agreed in the Performance and Development system
- Commitment to upskilling and personal development
- Ongoing commitment to the Irish Lights values and strategy

### Salary

The salary for this role will commence at €40,905, rising to €48,480.



## Terms and Benefits

Irish Lights offers a comprehensive and very market competitive range of benefits to employees, including a generous range of family friendly/flexible working policies and a commitment to the further development and education of its staff.

**Remuneration:** An attractive salary range and very generous pension benefits (defined benefit scheme, 27.1% employer contribution) are attached to this role.

**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.

**Annual Leave:** 21 days annual leave, increasing to 23 days after 7 years continuous services and 26 days after 12 years continuous service.

**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. These benefits are enhanced after 3 years satisfactory service.

**Location:** The role will be based in our Head Office in Dun Laoghaire but will require nationwide travel. A hired car will be provided when business travel is required.

**Remote / Blended Working:** Irish Lights has developed a Blended Working Policy which will initially be implemented on an 8 month trial period starting in July 2022. This will support employees with remote working options whilst maintaining operational delivery and success.

**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 and operates a Performance and Development Process through which development can be planned and achieved.

**Canteen:** Following the lifting of full COVID restrictions, a canteen service and tea/coffee making facilities will be available.

**Family Friendly Policies:** Irish Lights has a range of family friendly policies that allow employees to balance work with other aspects of their lives. These include Maternity, Paternity, Adoptive and Parental Leave provisions, the majority of which have elements which 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 including legal, financial, and health matters. 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.

**Eye sight test:** Employees can avail of an eye sight test voucher.

**Travel and Subsistence:** Travel and subsistence expenses are paid to employees required to travel, in accordance with approved rates.

**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.





### How to Apply

Applications with CV and cover letter to be submitted to;

Gemma Gregan, Human Resources

E: [human.resources@irishlights.ie](mailto:human.resources@irishlights.ie)

T: +353 1 271 5433

W: [www.irishlights.ie](http://www.irishlights.ie)



Commissioners of  
**IRISH LIGHTS**

Navigation  
and Maritime  
Services

*The Commissioners of Irish Lights is an equal opportunities employer*