An tIonad Náisiúnta Sonraí Bithéagsúlachta
National Biodiversity Data Centre

Candidate Information Booklet

ICT Support Technician

(Full time, 3-year fixed contract)

The National Biodiversity Data Centre is committed to a policy of equal opportunity.

Closing date for applications:
5pm on Friday the 27th of November 2026

(Late applications will not be considered)

THE POSITION

Background

The National Biodiversity Data Centre is a state-sponsored centre, established to support biodiversity data and information needs to address the biodiversity crisis. It was established as a Company Limited by Guarantee in December 2022, following a decision of Government to secure the long-term future of the Centre. The primary role of the Centre is to contribute to build the knowledge base on biodiversity and track how it is changing in Ireland. It works to ensure that data and information on Ireland's biodiversity is more freely available and accessible for use in research, conservation management and decision-making. A priority of the Centre is to ensure that data and information is easily accessible to promote a better understanding and appreciation of biodiversity at the local level. The National Biodiversity Data Centre is a predominantly publicly funded entity, rather than a public sector body.

Since its establishment as a Company Limited by Guarantee, the National Biodiversity Data Centre has undergone a transformative phase with new and improve governance structures, has developed its five-year Strategic Plan, and has grown its staff complement. Consequently, it is now better equipped to make a real and lasting impact on what we know about the state of biodiversity in Ireland, and what evidence-based actions are best to address biodiversity loss.

The National Biodiversity Data Centre has built and manages an extensive biodiversity digital infrastructure to meet many of the national biodiversity data management needs. This infrastructure is offered as a shared service to partner organisations to assist their biodiversity data management needs and to facilitate data mobilisation. Underpinning this infrastructure is a national biodiversity database which at the end of 2025 contains over nine million species occurrence records of almost 19,000 species.

The Centre provides support to a large citizen science network that generates high-quality data on the distribution of species in Ireland, and through its monitoring programmes is tracking trends in populations of aspects of Ireland's biodiversity. It also delivers large work programmes on pollinators, invasive alien species and marine biodiversity to support evidence-based actions around these thematic areas. Taken together, the Centre now generates and manages, subject to licencing, large data holdings that present opportunities for statistical analysis and ecological modelling to gain deeper insights into the aspects of Ireland's biodiversity.

The new IT Support Technician role has been created to support the administration, maintenance, and ongoing development of the organisation's Microsoft 365 and digital services environment. The successful candidate will assist staff in their day-to-day use of

digital technologies and support the continued migration of staff and documentation from an existing shared folder structure to modern cloud-based collaboration platforms.

The National Biodiversity Data Centre is based at Beechfield House, SETU West Campus, Carriganore, Co. Waterford and operates a hybrid working policy with staff based in Waterford and working remotely. It currently has a staff complement of approximately 35.
The successful candidate will assist with technical support activities, device management, user onboarding and account administration, ICT projects, cyber security initiatives, and basic website administration across a number of organisational websites, hub sites and digital mapping platforms, while working alongside external web development and design partners on updates, troubleshooting, and digital improvement projects. The role offers valuable hands-on experience within a modern and evolving ICT environment across areas including Microsoft 365, cloud services, networking, virtualisation, server infrastructure, backups and disaster recovery, firewall technologies, and cyber security. The National Biodiversity Data Centre is committed to supporting the ongoing professional development of staff and will support the successful candidate in developing their technical skills through training, industry-recognised courses and certifications, and practical experience within a growing organisation.

Main Duties and Responsibilities

- Act as the first point of contact for ICT support requests through the organisation's ticketing/helpdesk system, providing first-line support to staff and escalating more complex technical issues to the ICT Systems Administrator, Technical Support Partner, GIS team, or other relevant parties where appropriate.
- Provide first-line ICT support across the organisation, including troubleshooting hardware, software, Microsoft 365, connectivity, and device-related issues.
- Support the day-to-day operation and effective use of Microsoft 365 services including Outlook, Teams, SharePoint Online, OneDrive, Forms, and related collaboration tools, providing guidance to staff on file management, digital workflows and good practice.
- Assist with the onboarding and offboarding of staff, including device preparation, account setup, permissions management, equipment allocation and return of ICT assets.
- Support the rollout, configuration, and maintenance of laptops, mobile devices, monitors, peripherals, and other ICT equipment.
- Work with the Head of Digital Services, ICT Systems Administrator, Technical Support Partner, and other stakeholders to support ICT infrastructure, digital services, and operational activities across the organisation.
- Assist with the migration and organisation of files and documentation into SharePoint Online and other cloud-based systems.

- Support the implementation and maintenance of endpoint management and security technologies including Microsoft Intune, Microsoft Entra ID, Multi-Factor Authentication, device compliance policies, patch management, software deployment and routine ICT maintenance tasks.
- Support cyber security awareness initiatives, promote good cyber security practices across the organisation, and assist staff in complying with relevant ICT policies and procedures.
- Gain practical experience supporting Windows Server infrastructure, Fortinet firewall technologies, Microsoft Hyper-V virtualisation, Microsoft Intune, Microsoft Entra ID, Microsoft 365 administration, Microsoft Defender, endpoint management and security platforms, networking equipment, backup and disaster recovery systems, and cloud-based services.
- Assist with the monitoring and basic support of office networking infrastructure including switches, Meraki wireless access points, internet connectivity, and related infrastructure.
- Provide basic website administration and digital platform support, working alongside external web development and design partners on updates, troubleshooting, content changes and digital improvement projects.
- Maintain accurate ICT documentation including asset registers, user guides, procedures, and support records. Assist with ICT audits, software licensing reviews, system housekeeping, and general operational support activities.
- Continue to develop ICT skills and knowledge in line with evolving technologies and organisational requirements through ongoing training and professional development opportunities.
- Assist with ICT maintenance, upgrades, deployments, and project activities, some of which may occasionally require work outside normal business hours.

Essential Criteria for the role

Candidates must demonstrate in their cover letter and Curriculum Vitae that they meet all the below essential criteria.

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

a. Hold a recognised degree (Level 7 or Level 8 in the National Framework of Qualifications), or equivalent professional qualification in an IT-related discipline, and have a minimum of 1 year satisfactory relevant experience working in a structured IT environment;

OR

b. Hold a recognised qualification at Level 6 in the National Framework of Qualifications, or equivalent professional qualification in an IT-related discipline, and have a minimum of 2 years satisfactory relevant experience working in a structured IT environment;

OR

c. Hold a recognised qualification at Level 5 in the National Framework of Qualifications, or equivalent professional qualification in an IT-related discipline, possess at least two of the following professional certifications or qualifications, and have at least 2 years satisfactory experience working in a structured IT support environment:

- Microsoft Fundamentals Certification (e.g. MS-900, AZ-900, SC-900, or equivalent)
- CompTIA A+
- CompTIA Network+
- CompTIA Security+
- ITIL 5 Foundation – IT Service Management Certification
- Cisco Certified Support Technician (CCST) or CCNA
- Google IT Support Professional Certificate
- Other relevant IT certification

AND

d. have relevant knowledge, experience, or demonstrated aptitude in

- Microsoft Office 365 suite of products in particular Outlook, Teams, SharePoint Online, and OneDrive.
- Experience using or supporting SharePoint Online environments.
- Technical support and troubleshooting.
- Awareness of backup, disaster recovery, and business continuity principles.
- User account and device administration.
- Interest in cyber security and secure IT practices.

AND

e. have

- A full, clean Irish or UK driving licence,
- Full rights to work in Ireland.

Additional Desirable Criteria for the role

- Experience supporting users and providing guidance on the effective use of technology.
- Awareness of IT service management principles or experience working in a structured ICT support environment.
- Experience assisting with ICT projects, device rollouts, or technical implementations.
- Ability to adapt to changing technologies, systems, and working practices.
- Interest in working with Administration tools for Office 365 tenants.
- Awareness of Microsoft Copilot, Power Automate, or similar tools, and an interest in using technology to improve and streamline day-to-day tasks and processes.
- An interest in a broad range of ICT functions including ICT Security and Data Protection.
- An interest in promoting cyber security awareness and good security practices.
- An interest in developing knowledge of virtualisation technologies such as Hyper-V, VMware or similar platforms.
- Experience working in a changing or evolving ICT environment.
- Ability to understand user requirements and assist in delivering technical solutions.
- Ability to maintain accurate records, documentation, and organised working practices.
- Ability to support and encourage staff in making effective use of digital technologies.
- Ability to work to deliver results in a changing and fast-moving environment.
- Strong interpersonal and communication skills, with the ability to explain technical information clearly to both technical and non-technical users.
- Excellent organisational and time management skills.
- Self-motivated with a willingness to learn new technologies and continue developing technical skills.
- Be a self-starter, capable of continuous self-learning, new thinking, working to tight deadlines and committed to achieving high-quality results.
- Be enthusiastic about embracing new technologies and developing new skills.

Reporting

The ICT Support Technician will report to ICT Systems Administrator.

Competencies for the Role

The successful candidate must be able to demonstrate that they possess the requisite competencies required for this position. The required competencies are set out in appendix 1.

CONDITIONS OF SERVICE

Tenure

The post is full-time and offered as a three-year contract.

Salary

The applicable salary scale for the post of ICT Support Technician is as follows: (Nine Increments + two *Long Service Increments)

€31,815 – €32,573 – €33,835 - €34,845 - €35,855 - €36,865 - €37,875 - €38,885 - €40,905 - *€41,915[1] – *€42,925[2], with increments being awarded annually, subject to satisfactory performance in the role.

Long service increments may be payable after three years (LSI1) and six years (LSI2) satisfactory performance at the maximum of the scale.

Annual Leave

23 days per annum. Rising to 24 after 5 years' service and to 25 after 10 years' service.

Flexible and Remote Working

The place of work will be the National Biodiversity Data Centre Headquarters, Beechfield House, South-East Technological University, West Campus, Carriganore, Co. Waterford, X91 PE03.

The National Biodiversity Data Centre facilitates hybrid working arrangements for certain roles, which are subject to the needs of the business. During the probation period, the ICT Support Technician will be required to work from the office four days per week. Following the

successful completion of the probation period, an additional day of hybrid working from home may be considered.

Hours of Attendance

The standard working week is 37.5 hours, 09.00 – 17.30 Monday to Friday with one hour for lunch. The successful candidate will be required to work additional hours from time to time as may be reasonable and necessary for the proper performance of his/her duties subject to the limits set down in the working time regulations. Overtime rates will not apply to additional hours worked outside of normal hours.

Retirement / Superannuation

Then National Biodiversity Data Centre will provide a 5% pension contribution to the employee's Personal Retirement Savings Account (PRSA).

Probation

There shall be a period after appointment takes effect during which the appointed person shall hold their employment on probation. Such period shall be six months, but the Chief Executive Officer may, at his discretion, extend such period. A person may cease to hold such employment at the end of this period at the discretion of the Chief Executive Officer.
The above represents the principal conditions of employment and is not intended to be the comprehensive list of all terms and conditions of employment which will be set out in a detailed employment contract to be agreed with the successful candidate.

Professional Development

- **Training and certification:** NBDC actively supports professional development and will fund relevant training and appropriate certifications. This benefit is available immediately from the start of employment.
- **Conference attendance**: Employees have opportunities to attend national and international conferences. National events are available immediately, European events following successful completion of the three-month performance review of the six month probation period, and international conferences after one year of service.

APPLICATION PROCESS

Selection Methods

The selection process may include any or all the following:

- Shortlisting of candidates. The number of candidates to be invited for interview shall be determined by the National Biodiversity Data Centre. The shortlisting will be carried out on behalf of the National Biodiversity Data Centre by FRS Recruitment against criteria specified for the position and only on the basis of the information contained in the candidate's Cover Letter and CV.
- 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, FRS Recruitment may decide that a smaller number will be called to the next stage of the selection process. In this respect, FRS Recruitment provide for the employment of a shortlisting process to select a group who, based on an examination of the CV and Cover Letter, appear to be the most suitable for 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.
- The shortlisting criteria may include both the essential and desirable criteria specified for the position. It is therefore in your own interest to provide a detailed and accurate account of your qualifications/experience in your Cover Letter and CV.
- An interview.

It is the intention to hold interviews during the week commencing 7th December 2026 at the offices of the National Biodiversity Data Centre, Beechfield House, SETU West Campus, Carriganore, Waterford, X91PE03. Remote Interviews may be accommodated but only in exceptional and unavoidable cases. It is the responsibility of the interviewee to ensure that he/she has access to adequate facilities to enable them to participate in online interviews.

The National Biodiversity Data Centre will not be responsible for any expense a candidate may incur in attending for interview.

References

It would be useful if you would begin to consider names of people who would be suitable referees that we might consult (2 names and contact details). The referees do not have to include your current employer but should be in a position to provide a reference for you; at least one of these should be a person to whom you have had a direct reporting relationship. The referees should be able to provide relatively recent information on your performance

and behaviour in a work context. You may wish to select referees that can provide such information from different perspectives or in different work contexts. Please be assured that we will only contact referees should you come under consideration after the interview stage. Please note, should you be successful at interview, we will require a reference from your current employer prior to recommendation for appointment.

How to Apply

To apply, please submit a comprehensive curriculum vitae (C.V.) clearly showing the relevant achievements and experience in your career to date. You must also submit a cover letter (no more than two pages), with the role title in the subject line, outlining why you are interested in the opportunity and where you believe your skills, knowledge and experience meet the requirements of the role. All applications must be submitted to Maria Weafer at the following email address: MWeafer@frsrecruitment.com

Closing Date

Your CV and Cover Letter must be submitted by 5pm on Friday the 27th of November 2026 Applications will not be accepted after this time.
If you do not receive an acknowledgement of receipt of your application within 24 hours of applying, please contact MWeafer@frsrecruitment.com

Candidates with Disabilities

The National Biodiversity Data Centre is committed to equal opportunities for all candidates. If you have a disability or require reasonable accommodations during the recruitment process, we encourage you to let us know to ensure that you receive the support that you need. Requiring adjustments or reasonable accommodation will not have any impact on the selection process and all information disclosed will be treated in the strictest confidence.

Deeming of Candidature to be withdrawn

Candidates who do not attend for interview when and where required by the National Biodiversity Data Centre, or who do not, when requested, furnish such evidence as the National Biodiversity Data Centre requires regarding any matter relevant to their candidature, will have no further claim to consideration.

Period of Acceptance

The National Biodiversity Data Centre will require the person to whom appointment is offered to take up the appointment within a period of not more than three months and if he/she fails to take up the appointment within such period or such longer period as the National Biodiversity Data Centre in its absolute discretion may determine, the National Biodiversity Data Centre shall not appoint her/him.

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 to influence in the candidate's favour, any member of the staff of the National Biodiversity Data Centre or person nominated by the National Biodiversity Data Centre to interview or examine applicants, will automatically disqualify the candidate from the position being sought.

Garda Vetting

Garda vetting may be sought in respect of individuals who come under consideration for appointment.

Health

Candidates shall be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service. For the purpose of satisfying the requirement as to health it may be necessary for the successful candidate, before they are appointed, to undergo a medical examination by a qualified medical practitioner to be nominated by the National Biodiversity Data Centre.

Enquiries/Further Information

If you require additional information or to arrange a confidential discussion in relation to the opportunity, please email MWeafer@frsrecruitment.com

GENERAL INFORMATION

Legal Compliance

The National Biodiversity Data Centre is committed to complying with all relevant legislation over the course of this recruitment campaign, including the Employment Equality Acts 1998-2015, the Employment (Miscellaneous Provisions) Act 2018, the Data Protection Acts 1988 - 2018, and the Freedom of Information Acts 1997, 2003 and 2014.

GDPR Compliance

The National Biodiversity Data Centre collects, processes, and stores personal data, as provided by applicants when applying for the role available. The data provided by applicants is collected, recorded, stored, retained, and destroyed in compliance with the Data Protection Acts 1988 - 2018.

Use of Recording Devices

The use of recording equipment is prohibited during the application and interview process.

Candidate Obligations

Candidates must not knowingly provide false or misleading information. Candidates must not interfere or compromise the competition process in any way.

Request for Feedback

Feedback will be provided at the end of the selection process. Should further feedback be required this can be requested by emailing MWeafer@frsrecruitment.com

APPENDIX 1

Key Competencies for this position

A competency framework has been developed for the position of **ICT Support Technician**

The key competencies for the role are as follows;

Competency	Behaviours
Delivering Results	• Plan and prioritise work effectively to achieve agreed goals. • Ensures accuracy and precision in all tasks • Carries out appropriate checks on completed work and maintains accurate support records and documentation. • Takes ownership of first-line support issues, troubleshooting problems methodically and escalating where appropriate. • Follows through on support requests and assigned project tasks through to completion or appropriate escalation. • Identifies potential ICT issues, risks or opportunities for improvement and raises them with the appropriate person for review or action. • Contributes to ICT operational and project activities and assists with the implementation of agreed plans. • Makes decisions in a timely and well-informed manner, showing good judgement and awareness of what is going on at a broader level and possible knock-on effects of actions. • Takes initiative and sees opportunities to exceed goals. • Follows agreed ICT security procedures and controls, identifies potential security risks, and reports or escalates concerns appropriately.
Communicating Effectively & Personal Effectiveness	• Ability to develop and maintain good working relationships across all levels of the organisation, professional, technical and administrative staff, outside agencies, etc. • Ability to convey technical information in an easy-to-understand manner for both technical and non-technical audiences. • Ability to produce clear and structured documentation, including IT policies, procedures, and security reports. • Seek and consider advice, when required. • Capacity to influence people and situations to achieve goals.
Performance through People	• Takes ownership of tasks and delivers high-quality work • Demonstrates a proactive approach to problem-solving, seeking solutions rather than waiting for direction.

	• Contributes positively to a team environment, sharing expertise and supporting others where needed. • Builds and maintains strong working relationships with internal teams and external partners • Adapts to changing priorities and supports colleagues in achieving joint objectives
Technical Knowledge & Experience	• Understand the role of ICT Support Technician within the Digital Services Team at the National Biodiversity Data Centre. • Be capable of working as part of a team to deliver digital solutions and to promote the effective use of digital services to support business needs. • Ability to demonstrate a good understanding of a range of ICT functions including ICT Security. • Knowledge and experience of Cyber Security operations and Data Protection. • Has relevant knowledge or experience of Microsoft 365 services including Outlook, Teams, SharePoint Online and OneDrive. • Demonstrates awareness of cybersecurity, Data Protection and secure working practices. • Understands the purpose of endpoint security, patching, backups, disaster recovery and business continuity. • Appreciation of the design of a modern technical IT environment – desktop, server, virtualization, network, SAN, enterprise backup, security, and licensing • Demonstrate an understanding of service management strategy including design, transition and operation of a service using ITIL standard processes.