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**COMHAIRLE CHONTAE LIATROMA
LEITRIM COUNTY COUNCIL**

IS Technical Support Officer
(Analogous to Grade V)

Candidates should ensure that they have read the Candidate Information Booklet prior to completing the application form.

Completed application forms in **PDF format only** should be returned to Human Resources Department, Leitrim County Council, **via email only -** jobs@leitrimcoco.ie - to arrive not later than **4.00 p.m. on Thursday 1st August 2024.**

Please quote 'IS Technical Support Officer Application' followed by your name in the subject line of the email.

Note: Hard copy Application Forms will not be accepted.

PERSONAL INFORMATION

Surname: Walshe	Forename (s): John
Address: 9 Caisleain, Mainear, Athlumney, Navan, Co. Meath	

Home Telephone Number:	NA
Mobile Number:	0876470692
Email Address:	jwalshedev@gmail.com

Communication with candidates will be via email. Please ensure you have included your personal email address. This is also required for online MS Teams Interviews. Any change to personal details including email address must be notified to HR Department immediately.

	Yes	No
(a) Do you possess a full-unendorsed driving licence?	x	
(b) Do you have access to your own vehicle?	**Yes**	**No**
	x	
(c) Categories of Vehicles Covered & Expiry Date:	A, B 13/05/31	
NB: A copy of your current driving licence must be submitted with your application form		

EDUCATION AND TRAINING

3rd Level Qualifications

Full Title of Qualification(s) held (Degree, Diploma, Certificate etc)	Duration of Course:	Subjects in Final Exams	Awarding Body i.e. Name of University, College, Examining Authority	Level of Qualification Obtained (in the National Framework of Qualifications) (eg. Level 6, Level 7, Level 8 etc)	Year Qualification was Awarded
Diploma in Full Stack Software Development	1 year	5 projects: Databases & Coding languages	Code Institute	7	2024
Applied Social Studies	1 year	Applied research, Social theory of disability,	Open Training College	8	2016
Applied Psychology	1 year	Applied research, Psychometrics, Statistics, Behaviourism	Trinity College Dublin	9	2012
Psychology through Science	4 year	Applied research, behaviourism, cognitive psychology, neuropsychology	NUI Maynooth	8	2010

NB:
Please ensure that a copy of your relevant 3rd Level Qualification is submitted with your application – see Candidate Information Booklet for full details of Education requirements. Foreign language qualification certificates must be accompanied by a translation document, including any documents which are in Latin. Application forms received without certificate of qualification(s) cannot be processed.

Other Relevant Technical Qualifications / Training Courses completed

Name of Course	Description of Course Content	Date(s)	Course Provider
Professional Certificate in Policy Making	Evidence Based Policy Making & Evaluation	2019	UCD
Certificate in occupational Health & Safety	Irish Health & Safety management & legislation	2023	CMI-Ireland

If required additional information can be provided on a separate sheet

EMPLOYMENT RECORD

BRIEF SUMMARY OF WORK EXPERIENCE *(starting with your current/most recent role):*

Dates			Employer	TITLE & GRADE OF POST	Post Status: Permanent/ Temporary/Acting
Period in Months	From	To			
7	Jan 2024	Current	2Toucans	Software Developer	Internship
14	Sep 2022	Nov 2023	Camera Inspection Services	Thermographer	Permanent
24	Sep 2019	Aug 2022	HSE	Management of Disability Services	Permanent
36	May 2016	Sep 2019	National Advocacy Service	Independent Advocate	Permanent

EMPLOYMENT RECORD: *(starting with your current/most recent role):*

Employer:	2Toucans
Address:	London
Nature of Business:	Software Development

Position Held:	Software Developer		**Grade (if applicable):**	
Permanent, Temporary or Acting:	Internship		**Part Time or Full Time:**	Full Time

Dates:	**From**	**To**	**Duration in Months:**	6
	Jan 2024	Current		

Description of main duties and responsibilities

Worked in an Agile Software development process using JIRA to manage customer driven tasks, which spanned the entire tech stack, including: Backend Framework coupled with Frontend Framework most of our CSS is done with CSSFrameWork Helped to maintain project infrastructure by boosting docker integration on our projects which helped cross-team and cross-project tasks Helped to build out automated test suites to reduce time spent on manual QA of customer projects Gathered requirements by directly interfacing with clients regularly, integrating new requests into our agile workflow Participated in the PR review process to bolster code quality Played a key role in enhancing the performance of third party software (https://plane.so) through effective issue identification on their github/forums and troubleshooting While working on one of the UK's largest motorcycle clubs site (nortonownersclub.org) I ensured continuous updates to documents based on resolved issues and shared new knowledge with team members, enhancing their software proficiency.

Reason for Leaving this Post:	

Employer:	Health Service
Address:	
Nature of Business:	Psychology, Management, Advocacy

Position Held:	Psychology, Management, Advocate	**Grade (if applicable):**	
Permanent, Temporary or Acting:	Permanent	**Part Time or Full Time:**	All Full

Dates:	**From**	**To**	**Duration in Months:**	
	2012	2022		

Description of main duties and responsibilities

Applied Masters in Psychology across diverse positions, such as Associate Psychologist, Service Manager and Independent Advocate, to enhance support for those with disabilities using psychological theory.

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Reason for Leaving this Post:	

Employment Record cont'd…

Employer:				
Address:				
Nature of Business:				
Position Held:		Grade (if applicable):		
Permanent, Temporary or Acting:		Part Time or Full Time:		
Dates:	From	To	Duration in Months:	

Description of main duties and responsibilities

Reason for Leaving this Post:	

Employer:				
Address:				
Nature of Business:				
Position Held:		Grade (if applicable):		
Permanent, Temporary or Acting:		Part Time or Full Time:		
Dates:	From	To	Duration in Months:	

Description of main duties and responsibilities

Reason for Leaving this Post:	

Employment Record cont'd…

Employer:	
Address:	
Nature of Business:	

Position Held:		Grade (if applicable):	

Permanent, Temporary or Acting:		Part Time or Full Time:	

Dates:	From	To	Duration in Months:	

Description of main duties and responsibilities

Reason for Leaving this Post:	

Employer:	
Address:	
Nature of Business:	

Position Held:		Grade (if applicable):	

Permanent, Temporary or Acting:		Part Time or Full Time:	

Dates:	From	To	Duration in Months:	

Description of main duties and responsibilities

Reason for Leaving this Post:	

Employment Record cont'd…

Employer:					
Address:					
Nature of Business:					
Position Held:			Grade (if applicable):		
Permanent, Temporary or Acting:			Part Time or Full Time:		
Dates:	**From**	**To**	Duration in Months:		

Description of main duties and responsibilities

Reason for Leaving this Post:	

Employer:					
Address:					
Nature of Business:					
Position Held:			Grade (if applicable):		
Permanent, Temporary or Acting:			Part Time or Full Time:		
Dates:	**From**	**To**	Duration in Months:		

Description of main duties and responsibilities

Reason for Leaving this Post:	

Additional sheets may be included as required, with the information set out in the same manner as above.

COMPETENCY ASSESSMENT

For each of the areas below, please provide a recent specific example of your achievements. You should limit your example to **no more than 300 words** and ensure that you provide specific details about the task or project, your own role and the outcome and how it shows your suitability to meet the challenges of this role.

Please refer to the Candidate Information Booklet for further details on the competencies for this role and to the 'Ideal Candidate' section of the booklet in choosing your examples.

Delivering Results / Communicating Effectively:
(max 300 words)

While working on a large motor cycle club recently, the owner of the site request that when users clicked 'enter' on the keyboard, while writing a forum post, they wanted single line spacing, as opposed to the default double line spacing.

The framework (Drupal) didn't allow this alteration, so I had to 'hack' the system. I searched online for others who met this issue, and how they solved it. Eventually, I found a post on Stackoverflow on how it could be changed. Once I was able to change the line spacing, I then had to create a 'patch'. The patch meant I didn't have to change anything important in the code, but this patch would overrule the code when it was applied. It would also make it easier for future users to make amendments. Once I had this all working, I assigned it to several colleagues to test. It was assigned as an issue/ticket on our task management tool and moved to testing.

Once my colleagues successfully tested it, it was moved for peer review by my Senior Manager. Once he was confident in the fix, it was integrated into the site. The client was very impressed. Everything was all document, so if there were any issues down the line, they could be addressed.

Performance Management:
(max 300 words)

While working on projects in 2Toucans, I was responsible for assigning tasks to colleagues, and prioritising certain tasks. I had developed this skill from my Management roles in Healthcare. We used an agile approach and would carry out tasks in 'sprints'. Typically, every 2 weeks we would review how tasks were progressing, and if some issues needed more resources. Tasks would be assigned to individuals based on their experience, skillsets and the importance of a given task. While working in Management, I would regularly carry out appraisals with staff, and discuss their performance, and highlight areas where they were doing great, and areas where extra training/support may be required.

Personally, I've always performed very well in every role, and endeavour to understand the needs of my employer and how I can add value.

Personal Effectiveness:
(max 300 words)

My experience at 2Toucons highlights my personal effectiveness in various critical areas.

Technical Proficiency and Project Management: At 2Toucons, I honed my skills in Agile software development, adeptly managing customer-driven tasks using JIRA across the full tech stack. My expertise spans backend and frontend frameworks and CSS integration. I optimized Docker integration, significantly improving project infrastructure and enabling seamless cross-team and cross-project tasks.

Efficiency and Quality Improvement: I developed automated test suites to reduce manual QA time, enhancing overall project efficiency. My active participation in PR review processes contributed to high code quality and adherence to best practices. By identifying and troubleshooting issues on GitHub/forums, I significantly enhanced the performance of third-party software like https://plane.so.

Client Interaction and Satisfaction: Regular client interactions allowed me to gather requirements accurately and integrate new requests into our agile workflow, ensuring customer satisfaction. This direct communication ensured that the projects met client expectations and were delivered efficiently.

Knowledge Sharing and Team Collaboration: In my role, I maintained comprehensive documentation for one of the UK's largest motorcycle club sites, nortonownersclub.org. I shared new knowledge with team members, boosting their software proficiency and fostering a collaborative work environment.

Academic and Psychological Insight: My academic background includes a Diploma in Full Stack Software Development from the Code Institute, an MSc in Applied Psychology from Trinity College, and a BSc in Psychology through Science from the National University of Ireland, Maynooth. This foundation has enabled me to apply psychological principles in various health service roles, enhancing support for individuals with disabilities.

Diverse Project Portfolio: My portfolio showcases my technical projects, including McPlantsNavan, an online plant store with Stripe integration, and a Python-based pizza ordering system using pytest for code validation. Additionally, I have developed a themed card matching game and a personal portfolio website using Django.

Combining my software development expertise with my psychological training, I am confident in my ability to contribute effectively to projects. I look forward to the opportunity to discuss how my skills and experiences align with your needs.

Knowledge, Experience & Skills:
(max 300 words)

With a diverse background in software development and psychology, I bring a unique combination of technical proficiency and an understanding of human behavior that I believe would be valuable to your team.

At 2Toucons, I honed my skills in Agile software development, managing customer-driven tasks using JIRA across the full tech stack. My experience includes backend and frontend frameworks and CSS integration. By optimizing Docker integration, I improved project infrastructure, enabling seamless cross-team and cross-project tasks. Additionally, I developed automated test suites to reduce manual QA time, enhancing overall project efficiency.

Regular client interactions allowed me to gather requirements and integrate new requests into our agile workflow, ensuring customer satisfaction. I also participated in PR review processes, contributing to code quality and adherence to best practices. My efforts in identifying and troubleshooting issues on GitHub/forums significantly enhanced the performance of third-party software, such as https://plane.so.

In my role, I maintained documentation for one of the UK's largest motorcycle club sites, nortonownersclub.org, and shared knowledge with team members, boosting their software proficiency.

My academic background includes a Diploma in Full Stack Software Development from the Code Institute, an MSc in Applied Psychology from Trinity College, and a BSc in Psychology through Science from the National University of Ireland, Maynooth. This foundation has enabled me to apply psychological principles in various health service roles, enhancing support for individuals with disabilities.

My portfolio showcases my technical projects, including McPlantsNavan, an online plant store with Stripe integration, and a Python-based pizza ordering system using pytest for code validation. Additionally, I have developed a themed card matching game and a personal portfolio website using Django.

Combining my software development expertise with my psychological training, I am confident in my ability to contribute effectively to projects at Leitrim CoCo.

Please indicate any particular experience and/or achievements which you consider an Interview Board should be aware of when assessing your application for this post.

I just got this recommendation from the 2Toucans CEO

It was a real joy working with John during his Web Development intership at 2Toucans. He joined at a pivotal time as we were rapidly scaling the team, where his previous career experience working as a manager could be seen. He brought a range of useful skills to the table, including determination to problem solving which really came in handy for trickier bugs. His ability to keep a cool head and find any opportunity to tell a joke and bring respite during challenging extended was very useful and much appreciated.

Many other team members echo my positive words as he left an impact on helping more junior developers learn how to learn and troubleshoot. He was always very willing to assist, kind and patient when helping colleagues with their problems.

It was a pleasure watching John blossom over the six months we worked together into the organised, communicative, resourceful developer he is today. I look forward to eagerly following his career journey as it develops further and can't wait to see what he ends up doing next. I'm sure he'll do great and thoroughly recommend other employers to not hesitate in having a chat with him.

Other Information
(Please answer all questions below)

	Yes	No
1. **Do you claim to fulfil all the requirements set out for this position?**	y	

	Yes	No
2. **Are you at present or have you been in the past employed in the Public Sector?**		n

If YES, please give details:

3. **Give particulars of Service (if any) in the Defence Forces or Auxiliary Defence Services: NA**

4. **Are you at present or have you been in the past 12 months, a Member of any Local Authority or Committee of a Local Authority? NA**

5. **Name the post (if any) you hold at present – including grade as relevant: Software Developer**

	Yes	No
6. **Did you receive an ex-gratia payment from a Public Service Body under any redundancy scheme in the past two years?**		No

If YES, please give details of the relevant Public Service Body:

7. **If offered appointment, when could you take up duty?**	Immediate

	Yes	No
8. **Do you consider that you have a disability?**		No

If YES, please give details of the nature of your disability and your requirements, if any to enable us to make appropriate arrangements for this competition:

Information about disability is only requested on the application form in order that appropriate arrangements for an interview can be made if necessary.

References:

Give here the names of two responsible persons to whom you are well known but not related and who will supply a reference (If you are or have been in employment, one of the referees should be an existing or former employer).

Y

Do you consent to the Council contacting your referees? **YES yes**   **NO**   ☐

FIRST REFEREE	SECOND REFEREE
Name: Chandeep Khosa	Name: Laviina Stronge
Occupation: Director 2Toucans	Occupation: Healthcare Manager
Address: London	Address: Kells, Meath
Telephone No: NA	Telephone No:
Email: chandeep@2Toucans.com	Email: laviniamstrong@gmail.com

Before signing this form please ensure that you have replied fully to all questions.

I confirm that I have read the Candidate Information Booklet and I comply with the criteria as outlined. I authorise Leitrim County Council to use the personal data supplied by me for the sole purpose of this competition.

I certify that the information furnished in this application form is correct and I hereby authorise Leitrim County Council to seek any additional information that they may require in connection with my application for the post.

Signature of Applicant: _____John Walshe_____Date: ___01/08/24____

PLEASE SUBMIT APPLICATION FORM AND ANY REQUIRED DOCUMENTS IN PDF FORMAT ONLY AS ONE SINGLE DOCUMENT VIA EMAIL NOT LATER THAN 4.00PM ON THURSDAY 1st AUGUST 2024 TO jobs@leitrimcoco.ie

Please quote 'IS Technical Support Officer Application' followed by your name in the subject line of the email.

LEITRIM COUNTY COUNCIL IS AN EQUAL OPPORTUNITIES EMPLOYER

IS TECHNICAL SUPPORT OFFICER

IMPORTANT CHECKLIST – PLEASE READ PRIOR TO SUBMITTING APPLICATION FORM

1. Before signing this form, please ensure that you have replied fully to all the questions asked.

    All Sections/Questions in this Application Form must be completed in full **(a Curriculum Vitae will not be considered).** In order to ensure that each candidate is treated fairly and equally the interview board will only be provided with candidates' application forms.

2. Once the application form is submitted to the Human Resources Department of Leitrim County Council, candidates are not permitted to alter/make additions or make deletions to their application in any way.

3. Please ensure that you satisfy the essential requirements for this post (as specified in the Candidate Information Booklet). The Council cannot undertake to investigate the eligibility of candidates in advance of the interview/examination and hence persons who are ineligible but nevertheless enter may thus put themselves to unnecessary expense. Leitrim County Council will not be responsible for any expenses which may be incurred by the candidate in attendance for interview.

    All **incomplete applications** will be deemed **invalid** after the closing date and will not be included in the competition.

4. The onus is on the candidate to provide verification of the educational qualifications deemed necessary for the post. In this instance confirmation of ***NFQ Level 6, Level 7, Level 8 or higher major award in a relevant computing discipline OR Level 8 or higher major award with computing taken in the final year qualification*** from your awarding body and / or Quality & Qualifications Ireland (QQI) **must be submitted with your application**. Foreign language qualification certificates, including document in Latin, must also be accompanied by a translation document.

    Candidates must submit copy of educational qualifications with their application. Applications received without the necessary documentation will be deemed ineligible and will not be considered further

5. Leitrim County Council may decide, by reason of the number of persons seeking admission to the competition to carry out a shortlisting procedure. **Shortlisting will be based on the information provided on the application form.** The number of persons to be invited to interview shall be determined by Leitrim County Council.

6. Application forms must be submitted in **PDF Format only (one single document)** fully completed and inclusive of all the requested documentation via email to **jobs@leitrimcoco.ie** not later than **4.00 p.m. on Thursday 1st August 2024**. All **incomplete applications** will be deemed **invalid** after the closing date and will not be included in the competition.

7. Candidates will receive an automatic acknowledgement when they submit their application form to the above email. You should check your Spam/Junk Folders in the event that you do not receive this acknowledgement. The onus is on the candidate to ensure that their application has been received and acknowledged.

8. Applications received after the closing **date and time** will not be considered.

9. The responsibility rests with the applicant to ensure that their application is received by the Human Resources Department of Leitrim County Council on time as outlined above. Candidates should ensure that they give themselves sufficient time to allow for any unforeseen circumstances which may arise and which may impact on their application form not being received on time.