

# ICT Specialists in the Civil Service Executive Officer Level Confined

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## Personal Details

Candidate ID:	097414719
Name:	Rachel Dupuy
Date Of Birth:	16/07/1997
Email:	dupuyr@tcd.ie
Mobile phone number:	0871440565
Address:	3 Beverly Green Knocklyon Dublin 16

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## Selected Sub Campaigns

Position:	Software Development
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## Reasonable Accommodations

Do you require reasonable accommodations for a disability or difference?

No

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## Employment History

You can enter your employment history record here.

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## Employment Details

Position:	Executive Officer - Apprentice ICT Specialist
Organisation:	Tailte Eireann
Organisation Address:	Four Courts, Chancery St, Dublin 7
Date From:	27/03/2023

Date To:

Presently Employed: **Yes**

Reason For Leaving:

Contract Type: **Temporary**

Description of Responsibilities and Achievements:

- **Work as part of a team to complete various projects to enrich the organisation's various web applications for external users and fellow colleagues alike.**
  - **Work on projects assigned to me by my manager in order to update various existing web applications, and systems already in place in the organisation.**
  - **Attend several college modules in order to learn and improve the skills I have to succeed at my role as a Software Development ICT Specialist.**
  - **Complete several documents detailing my learning and working experience as a Software Development ICT Specialist and how I have developed in my role and as a person.**
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### **Employment Details**

Position: **Clerical Officer**

Organisation: **Department of Housing, Local Government, and Heritage**

Organisation Address: **70 North King St, Smithfield, Dublin 7**

Date From: **13/06/2022**

Date To: **11/03/2023**

Presently Employed: **No**

Reason For Leaving: **Applied for, and offered place on Software Development ICT Specialist Apprenticeship**

Contract Type: **Temporary**

Description of Responsibilities and Achievements:

**Worked as part of team to roll out blended working across the Department of Housing, Local Government and Heritage. Was in charge of organising and overseeing the scheduling of meetings to ensure home equipment was suitable for working-from-home. Rectified any conflicts or issues that arose with this scheduling, or informed my managers if I could not solve it myself.**

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### **Employment Details**

Position: **Checkout Supervisor**

Organisation: **SuperValu**

Organisation Address: **SuperValu Knocklyon, Dublin 16**

Date From: **30/10/2021**

Date To: **08/06/2022**  
Presently Employed: **No**  
Reason For Leaving: **Applied for and offered role of Clerical Officer**  
Contract Type: **Temporary**

Description of Responsibilities and Achievements:

**Oversaw my colleagues that worked on the checkouts area of the shop. Handled any issues that arose with customers (locating items, handling returning of items, errant receipts). Was responsible for rotating staff for lunch breaks and start of/end of shifts. Also oversaw the training of various colleagues on customer service desk.**

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## Education

You can enter your education record here.

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### Education Details

Award/Qualification: **BA (Hons) Computer Science, Linguistics and French**

Year Awarded: **2021**

College/Examining Authority/Training Body: **Trinity College Dublin**

Subjects Taken in Final Year:

- **Python**
- **Linguistics**
- **Prolog**
- **Artificial Intelligence**
- **Oral/Written French**
- **SQL**

Result: **2.2**

Presently Studying: **No**

NFQ (National Qualifications Framework): **Level 8**

If you selected NFQ Not Applicable, please provide further information in the text box

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## Questions

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**Question 1**

Please select the specialism that you completed your Apprenticeship under

**Software Development**

Competency questions 2 - 4 must be answered by all candidates

In the following section, you are asked to provide a high-level overview of your relevant skills and experience under each of the following competency areas, which are deemed necessary for effective performance in the role of ICT Specialist (Executive Officer Level).

Please refer to the "Competencies" section in the Candidate Information Booklet for further information on the competencies for this role.

It is not necessary to provide detailed examples; Rather we require a broad overview of your demonstrated competence in each area, with specific reference to the experience you have gained and skills you have developed in your career to date\*. You may wish to highlight some of your personal achievements, as well as key roles or projects in which you have demonstrated the competency in question.

A word count limit of 2000 characters (approx. 200 words) applies to each answer.

Eligible candidates will have an opportunity to provide further details and specific examples at the interview stage. You may use the same example across more than one competency area should you so wish.

\*Please note the examples you provide can be from your current on-the-job training (including relevant experience gained on work placement) your education or work experience you have gained through any other employment.

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**Question 2**

## People Management

In no more than 200 words please provide an example of your experience in People Management

**In a previous role, I was a Checkout Supervisor in SuperValu. An integral part of this role concerned People Management. As Checkout Supervisor, I was responsible for the rotation of staff members on different parts of the checkout system, most notably for lunch breaks and when other staff members started/ended their shifts. This meant being aware which staff members were trained on certain parts and to assign them there if necessary and suitable. I was also responsible for dealing with customers that had issues that could not be solved by my colleagues themselves. This meant things like authorising refunds, and enquiring to management about certain items. Finally, I was also responsible for training up staff members on the Customer Service desk. This involved training on refunds, issuing lottery tickets, cigarette sales, and closing out the desk at closing time.**

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## Question 3

### Delivery of Results

In no more than 200 words please provide an example of your experience in Delivering Results

**As an Software Development ICT Specialist, I have had plenty of experience in delivering results. In my role as a Software Development ICT Specialist, I have been assigned various projects to complete. One such project involved re-writing existing code so that the map coordinate conversion from an Irish standard format to an International standard format, which was at that time completed in an external application, was conducted entirely on one single application. This involved ensuring various aspects of the project design and development were completed to a high standard according to a schedule previously defined by my manager and that the required results, such as each re-written part of the existing code, were delivered at each stage. This meant I had to be able to manage my time, and be able to follow a timeline defined by my manager.**

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## Question 4

### Analysis and Decision Making

In no more than 200 words please provide an example of your experience in Analysis and Decision Making

As a Software Development ICT Specialist, being able to analyse and make decisions based off the results of this analysis, has been an essential aspect of my role. In the course of competing various projects, I have had to analyse certain situations, such as how my project workload is, or is my current approach the best approach for the project and for the SOPs of my organisation, perform any supplemental research that is required, and make informed decisions based off of the findings of this research and analysis. In one such project I was assigned to complete, I was required to re-write existing code that generates a PDF file, so that the PDF file generation, which at that time was completed in an external application, was conducted entirely in one single application. As part of this project, I was required to re-design the PDF file so that it conformed to my organisation's standard for official documentation. This meant that I had to analyse the existing PDF and official organisation documentation, and decide the layout of the new PDF file, using the required fonts and letterheads for uniformity with other organisational official documentation, and ensuring comprehensibility for users of the application.

In the following area please provide an answer relating to your specialism only

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### Question 5

#### Software Development

In no more than 200 words, please outline your relevant experience which demonstrates your suitability for the ICT Specialist role in Software Development. Please include any specific achievements you gained in this area throughout your apprenticeship.

I believe I am best suited for this role, as I believe I have all the relevant skills to succeed in the role. From completing my Bachelor's Degree, I have gained extensive programming knowledge, skills in working as a team from completing various projects, and time management and understanding and following a schedule from completing various assignments. I believe this will be invaluable to me in my role as a Software Development Specialist, as it will prepare me for workplace projects. From my role as a supervisor, I have gained extensive experience in dealing with people be it, colleagues on my team or external customers, effective problem solving skills from solving customer queries, and teaching experience, from training colleagues. I believe this will be invaluable when dealing with project stakeholders and answering any queries they may have regarding the project. From my ICT Apprenticeship, I have been able to acquire an understanding of what is required of me in my role by completing various projects in my workplace, to improving and bettering my programming skills by learning new programming languages such as C# which will be invaluable for the future of my organisation, teamwork/communication skills and from studying for various Industry Certs (Microsoft Azure and Oracle SQL), I have acquired specialist knowledge which I believe will be invaluable in my role as a Software Development ICT Specialist.

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### Question 6

## Network Engineering

In no more than 200 words, please outline your relevant experience which demonstrates your suitability for the ICT Specialist role in Network Engineering. Please include any specific achievements you gained in this area throughout your apprenticeship.

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## Question 7

### Cyber Security

In no more than 200 words, please outline your relevant experience which demonstrates your suitability for the ICT Specialist role in Cyber Security. Please include any specific achievements you gained in this area throughout your apprenticeship.

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## Citizenship Eligibility

I am now, or will be by the date of any job offer, (select from the following)

**A citizen of the European Economic Area (EEA). The EEA consists of the Member States of the European Union, Iceland, Liechtenstein and Norway;**

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Please note that the answer that you provide for this question has no bearing on the way your application will be considered. The information will be used for research purposes only. Are you a current serving civil or public servant?

**I am a Civil Servant**

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## Public Service Early Retirement

Using the drop menu below, please indicate if you have availed of a Public Service early retirement scheme as outlined in the information booklet.

No

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**Retirement on ill-health grounds**

Using the drop menu below, please indicate if you have previously retired on ill health grounds under the terms of the superannuation scheme.

No

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**Incomplete statements**

Please note that any inaccurate statement, incomplete statement and / or false declaration may result in disqualification from the competition and / or may result in the termination of your appointment to a position. By selecting Yes in the dropdown box, you confirm that you understand this statement.

Yes

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**Candidate Declaration**

I hereby declare that the information given in this form is correct and give my permission for enquiries to be made to establish such matters as age, qualifications, experience and character and for the release by other people or organisations of such information as may be necessary to the Public Appointments Service for that purpose. This may include enquiries from past/present employers and the submission of this application is taken as consent to this. Where the services of a third party are used in processing your application e.g. testing service providers, it may be necessary to provide them with information. All necessary precautions will be taken to ensure the security of your data. Such information held is subject to the rights and obligations set out in the General Data Protection Regulation. By checking the box you are outlining that you understand this statement.

Yes

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**Customer Survey**

The Public Appointments Service is committed to providing a quality service to all of its customers. Please indicate if you are willing to participate in a future customer survey:

Yes



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**Satisfy Requirements**

Do you satisfy all requirements for this campaign?

**Yes**

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**Privacy Statement**

Please confirm that you have read and understand our Candidate Privacy Statement.

**Yes**