



Coimisiún
na Meán

Applications Support Specialist

Higher Executive Officer Grade
Data & Technology Division

Applicant Information Pack



October 2025

Dear Applicant

Thank you for your interest in the role of Applications Support Specialist.

Working at Coimisiún na Meán, you will help create a thriving, diverse, creative, safe and trusted media landscape, that works for people in Ireland and across the EU.

You will help us regulate, support and develop the media landscape. You will help to uphold everyone's fundamental rights and ensure that we continue to live in an open democratic society.

Our organisation is growing rapidly. We grew from 40 people to 200 in our first two years. We are now looking to grow to over 300. Our people come from a wide range of backgrounds: the online and media sectors, civil society, public service, academia and the legal profession. We are proud of the opportunities we give for professional growth. We are committed to having a workforce that reflects the diversity of the society that we serve.

We are delighted to be recruiting for Applications Support Specialist. This role will contribute to delivering the strategy that we adopted earlier this year. It will contribute to our goal[s] of ensuring that the media landscape:

- upholds the rights, wellbeing and development of children
- supports democracy and democratic values
- is one that consumers can trust so that they are protected from exploitation and fraud
- reflects and shapes Irish culture and who we are as a society
- promotes the values of justice, equality, diversity and inclusion
- strengthens public health and safety

If you believe this opportunity aligns with your skills and offers a chance to grow professionally, we'd be excited to hear from you and encourage you to apply.

Yours sincerely
Jeremy Godfrey, Executive Chairperson

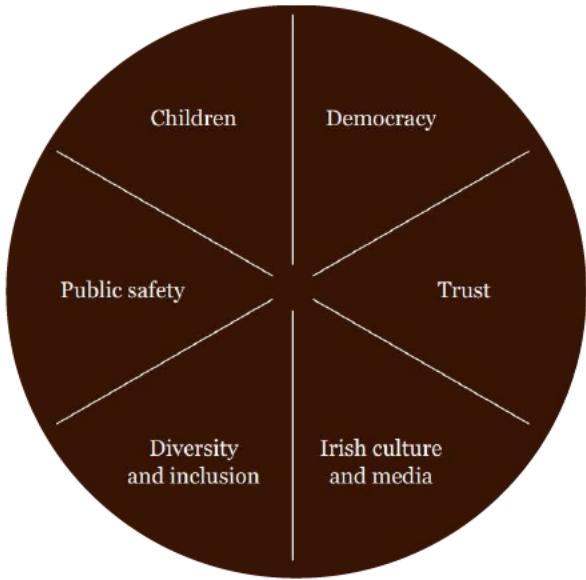


Left to Right: Rónán Ó Domhnaill, Niamh Hodnett, Jeremy Godfrey, Aoife MacEvilly, John Evans

Our Vision and Mission

-  Our vision is for a thriving, diverse, creative, safe and trusted media landscape.
-  We regulate, support and develop a media landscape that underpins fundamental rights and fosters an open, democratic and pluralistic society.

Our Strategic Outcome Areas



Our Values



About This Role

Role Purpose

Through this campaign, we are creating a panel from which to fill vacancies at Higher Executive Officer (HEO) level for ICT specialists in the Applications/Digital Solutions team. These roles will be across the area's application development, security and operations. Working closely with the Assistant Directors and Director of ICT you will contribute to the planning, developing, and implementing of the ICT applications and Infrastructure needed for Coimisiún na Meán to deliver our mission of ensuring a thriving, diverse and safe online and media landscape.

You will have a supporting role in the delivery of systems suitable for an organisation growing to over 300 staff. As well as business applications for collaboration, document management and workflow, we will need systems to support interactions with end-users and stakeholders, handling complaints about broadcasters and online service providers, compliance monitoring and formal investigations. To facilitate cooperation across the EU, some systems will need to integrate with systems being developed by the European Commission.

About the Team/Division

As a member of the expanding ICT Team, you will join Coimisiún na Meán at an exciting time of ambitious change in media regulation. In this role, you will play a key part in delivering business applications to support the organisation's evolving needs. You will gain valuable experience managing and supporting the rollout of software solutions across a range of technologies and platforms, helping to ensure they are successfully adopted and deliver real value to the business.

These Application Delivery roles offer a rewarding and varied career opportunity as we expand our ICT function. We are seeking experienced ICT professionals with a strong background in digital solutions and a proven track record in delivering business applications. Successful candidates will bring energy, drive, resilience, and motivation, and thrive as part of an agile, high-performing delivery team.



**Coimisiún
na Meán**

Key Responsibilities

- Support the design and delivery of new business applications and enhancements to existing systems.
- Gather and document requirements from business users to ensure applications meet organisational needs.
- Work with vendors, suppliers, and internal teams to implement and configure applications.
- Support testing, troubleshooting, and issue resolution during and after rollouts.
- Provide, support, training, guidance, and documentation to help staff adopt new applications effectively.
- Conduct risk assessments on existing or proposed applications and support Security by Design principles during application development and deployment.
- Coordinate internal security reviews and contribute to external audit readiness in relation to ICT governance and compliance.
- Monitor and report on application security risks, vulnerabilities, and incidents across the organisation.
- Monitor application performance and support ongoing maintenance and upgrades.
- Contribute to an agile, collaborative ICT team delivering digital solutions across the organisation.
- Demonstrate strong knowledge of business applications, technology solutions, and emerging trends, with an ability to apply them in a practical delivery context.
- Thrive in a fast-changing environment, able to prioritise effectively, gather requirements, and drive the adoption of new solutions.

The above is intended as a guide to the general range of duties and is intended to be neither definitive nor restrictive and is subject to review.



About You

Experience, Skills, Knowledge & Qualifications

Essential Criteria

To successfully perform in this role, the ideal candidate will possess a combination of skills and qualifications across the Information and Communications Technology area. The ideal candidate must:

- Demonstrated experience contributing to ICT delivery teams, with a strong understanding of technical and/or business processes across the ICT application delivery environment.
- Holds at least two relevant certifications or has demonstrable skills and knowledge in two of the following areas:
 - a) ICT Project Management, (E.g. Prince)
 - b) Microsoft Certifications, (E.g. Office 365, Dynamics 365 CRM, Power Platform, Teams Administrator and Microsoft Security and Compliance)
 - c) CompTIA Security+ or equivalent
 - d) Business Analysis / Process Design and improvement, (E.g. Lean Six, AgileBA)
 - e) ICT Service Management Frameworks (e.g. ITIL, COBIT)

Desirable Criteria

- NFQ degree level qualification in Computer Science, Information Technology or a relevant business-related discipline.
- Microsoft 365, Office 365 & Power Platform administration experience
- Experience in business analysis and /or business process design and improvement techniques.
- Significant experience in leading the delivery of ICT Projects.
- Show a proven track record of contributing to successful application rollouts or ICT delivery projects, highlighting how they added value to the organisation.
- Knowledge and experience in Azure and Dev Ops environments.



Key Information

Benefits, Package & Pay

- This position is offered on a Permanent basis.
- Full time, 35 hrs per week
- Annual Leave: 29 days per annum
- The role will be a hybrid role combining home and office working. Our current hybrid policy is 2 days in the office.
- Our office is located at One Shelbourne Buildings, Shelbourne Road, Dublin 4, D04 NP20.
- For a full list of benefits see our website [here](#)
- This position is graded at the Higher Executive Officer [scale](#).
- Successful candidates will be appointed on the first point of the scale.

Application Process

If you are interested in applying for this position, please submit:

- A CV (max 2 pages) and a Cover letter/personal statement (max 1 page) outlining why you believe your skills, experience and values meet the requirements of the position via [HERE](#)
- Appointment to this role is subject to the candidate's eligibility to work in Ireland. All positions require candidates to live in the Republic of Ireland or Northern Ireland.
- Candidates who engage in canvassing will be disqualified and excluded from the process

Late applications or applications not received through the correct channel, as indicated above, will not be considered.

For queries related to the application or selection process related to this role, please contact cnam@cpl.ie

Competencies

Please see the competencies below that will be assessed at interview stage for this competition.

Team Leadership

Judgement, Analysis and decision making

Management and Delivery of Results

Interpersonal and Communication skills

Specialist Knowledge, Expertise and Self Development

Drive & Commitment to Public Service Values



Trust



Impact



Courage



Independence



People
Focused



Integrity

Selection Process

The selection process will include:

Shortlisting of candidates based on the information provided in their application, assessed against the specified criteria for the role. Candidates shortlisted will be invited to a competency-based interview which will be conducted in person at our Dublin office.

Reasonable Accommodations

Reasonable accommodations will be provided, if required, during the recruitment process. To discuss and request reasonable accommodations in confidence please contact Angeline McKiernan at amckiernan@cnam.ie

Coimisiún na Meán is an equal opportunities employer. We welcome applications from candidates with diverse backgrounds and are committed to championing an inclusive and diverse workforce which reflects modern Ireland. We work to create a culture where everyone has equal access to opportunity and feels comfortable to be their authentic selves at work.

Closing Date: 3pm, 18th November 2025



Investors in
Diversity

BRONZE

