CIÉ Group IT Graduate Programme 2024

OPEN TO GRADUATES OF
COMPUTER SCIENCE, INFORMATION TECHNOLOGY, OR ASSOCIATED DEGREES

Applications can be made by sending your CV and a cover letter to: gradscheme@cie.ie

There is no deadline for applications with vacancies available immediately, early applicants will be prioritised.

CIÉ Group IT
Graduate Programme

Applications are now being accepted for the IT Graduate Programme with CIÉ, Ireland's largest national public transport provider.

Our 3-phase programme covering a wide range of IT areas is designed to bring your skills, your life experience and your curiosity to the next level in a fun and dynamic working environment.

Find out more about the programme and hear from some of our previous graduates further in this document.

What's on offer?

Training & Development

We provide on-the-job training and job specific education and certification to help graduates transition from university to the workplace.

Diverse & Inclusive Work

A culture of equality is essential to us, and each day is different at CIÉ, driving innovation by allowing graduates to feel respected and valued.

Career Progression

We strive to support our graduate employees to reach their career potential. The right candidate with the right attitude will be given every opportunity to progress in the organisation.

Competitive Package

CIÉ offers a competitive salary in a hybrid working environment. We provide full equipment for working from home, and travel concessions for coming into the office.

Who Are
Córas Iompair Éireann (CIÉ)?

Córas Iompair Éireann (CIÉ) is Ireland's leading national public transport provider.

The **CIÉ Group** provide cost effective, high quality public transport solutions across Ireland and consists of the following companies operating autonomously:

The **CIÉ Holding Company** provide shared services to the wider Group, this includes, amongst others, IT services, legal services and property services.

Iarnród Éireann – Irish Rail provide passenger and freight rail services within the Irish state as well as operating Rosslare Europort.

Bus Átha Cliath - Dublin Bus operate the majority of bus services in the greater Dublin area. It also operates an airport express service and sightseeing tours (Do Dublin).

Bus Éireann provide city, town and provincial bus services outside of Dublin. It also provides schools services and operates 'Expressway' Intercity bus services.

CIÉ Tours operate guided tour vacations across Ireland and Great Britain. It represents the largest single generator of inward tourism from the USA to Ireland.

What is
CIÉ Group IT?

CIÉ Group IT is responsible for providing IT and Telecoms shared services to the CIÉ holding company and to each of its Operating Companies (Iarnród Éireann, Bus Éireann, Dublin Bus, CIÉ Tours) and their support units.

The role of Group IT is to provide the CIÉ Group with a solid IT foundation, support and develop Group Systems, manage integration between systems, set the standards on IT policy and governance and lead information risk activity for the Group.

Group IT services approximately 4,000 IT customers and 200 sites throughout Ireland and is one of the most geographically dispersed IT landscapes in the country.

CIÉ Group IT provide a wide catalogue of IT shared services for the Operating Companies including:

- Service Desk: An ITIL aligned Service Desk providing a single point of contact for all Group IT Services available to all users across the group both online and over the phone..

- Managed Services: Providing industry standard hosting, server, client and network management including the management of our two Data Centres and various cloud environments.

- Platform Management: Management of Group-wide systems including OneDrive, SharePoint, Exchange Online, Yammer, Dynamics 365, Microsoft Teams, Service Now, SAP, Qlik BI and CRM to name a few.

- A wide range of high-level services including:
    - IT Security & Risk Management
    - IT Contract Management.
    - IT Project Management,
    - IT Advisory Services, and
    - IT Technical and Application Architecture.

How does the Graduate Programme work?

CIÉ Group IT have a developed a graduate programme to develop the IT Graduates of today into the IT Specialists and Leaders of tomorrow.

The Graduate Programme is broken down into three phases:

How it works:
You will be assigned a role in the CIÉ Service Desk where you will work as part of the support team that are the front line for IT into our business. Your responsibilities will include remote troubleshooting, device rollouts, training & supporting customers throughout the business with IT queries.

What you will learn:
- Phase 1 will focus on the fundamentals of IT Service Delivery.
- It is expected during this phase that you will sit the ITIL Foundations exam to achieve a base level of certification in the area of Service Delivery.
- Regular technology briefs will be provided from subject matter experts within Group IT. These briefs will give more context to the wider operations within the team while also allowing you to develop your own skills based on the topics presented.
- You will receive on-the-job training on O365 & related Microsoft technologies in order to support the growing use of cloud-based technologies.

How it works:
You will continue in your role in the CIÉ Service Desk but will now focus on developing your skill set technically. There are a number of key areas within the Department (See Page 6) where you will be given an opportunity to gain experience.

What you will learn:
- Phase 2 will focus on developing your technical skill set.
- It is expected during this phase that you will sit the Azure Fundamentals exam to achieve a base level of certification in the area of cloud technologies.
- Additional certification may also be available based on business requirements.
- You will be assigned a mentor from one of the graduate programmes who will meet with you on a regular basis to provide guidance on your development.

How it works:
Phase 3 will see you seconded from the Service Desk team onto one of the other Teams within the IT Department.

Within these Teams you will focus on the associated technologies or services that are managed by that Team.

Typically, graduates will take the lead in process development and will chair meetings in respect of Change Management, Problem Management and Technology / Architecture.

What you will learn:
- In Phase 3 you will apply the skills developed in Phase 1 & 2 and will heavily focus on developing your broader IT skillset.
- You will continue to meet your mentor on a regular basis who will involve you in projects and service activities.
- In addition, it would be expected that you would sit the associated training courses and exams necessary for roles that you may be applying for once the Programme has ended.
- Phase 3 learning is Graduate-led, and it is expected that you would identify and address the gaps in your own skillset.

Post - Programme

As you near completion of the Graduate Programme you will be setting your sights on the next challenge.
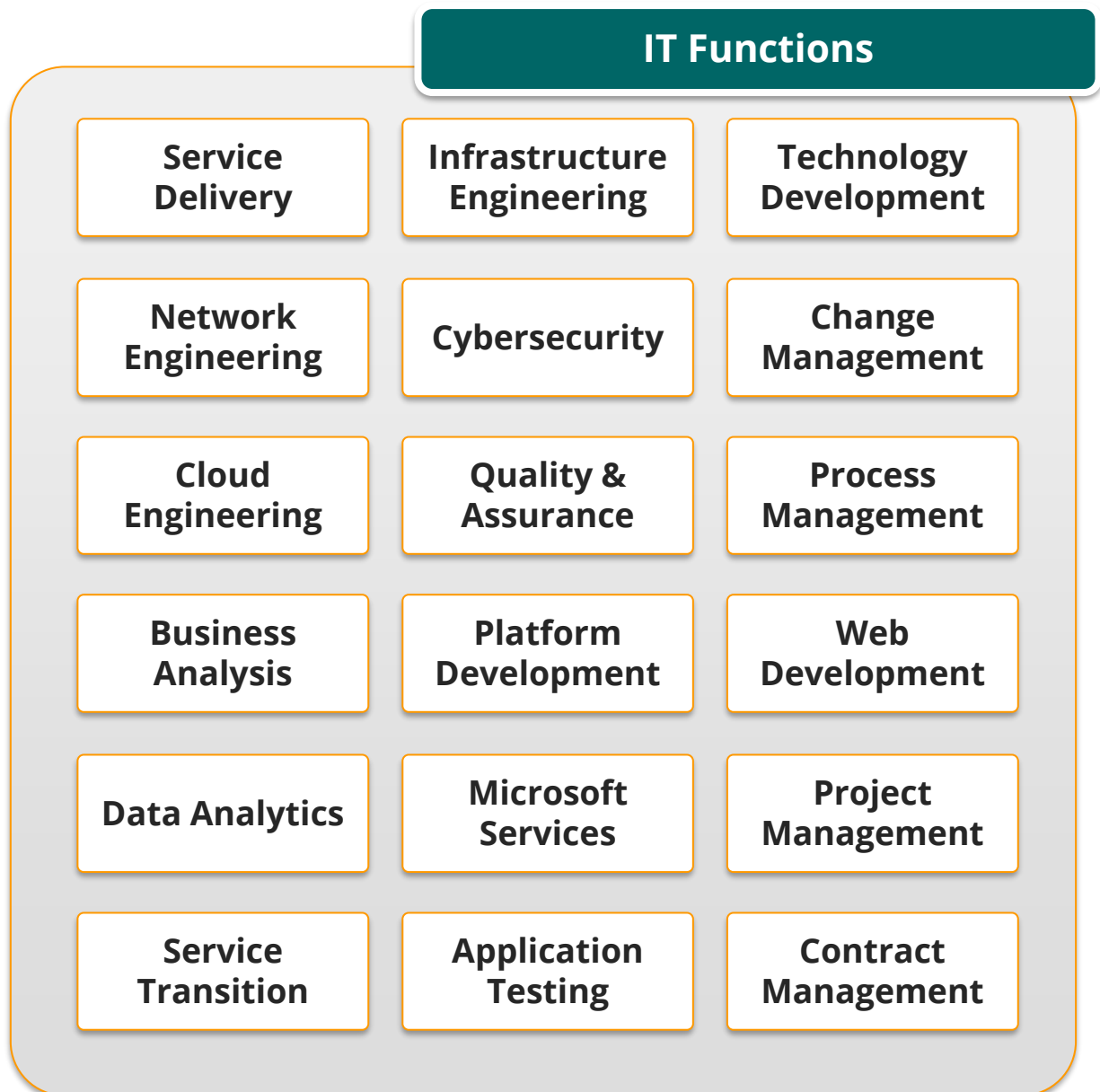
Permanent positions are regularly advertised within Group IT. You are open to apply for any positions at any point during the Graduate Programme, not just at the end. However, the skills that you will develop on the programme will be invaluable when applying for these roles. Typically, the roles available will be at a junior engineer level.

Career progression is very important within CIÉ, and the junior roles can soon become senior engineering roles, project management roles or leadership roles. The right candidate with the right attitude will be given every opportunity to progress in the organisation.

Areas of IT

There are multiple different teams and sub-functions within Group IT. Graduates will be exposed to all the teams and specialisms through co-ordinated lunch & learn sessions which will help you on your journey through your career.
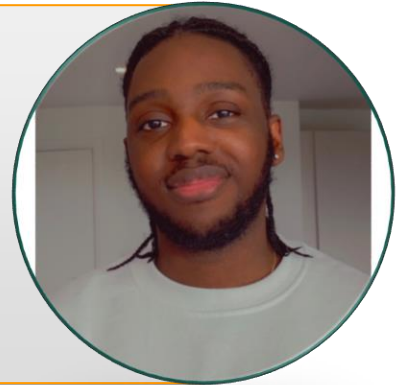
Below are some of the functions carried out within these teams.

IT Functions

Service Delivery	Infrastructure Engineering	Technology Development
Network Engineering	Cybersecurity	Change Management
Cloud Engineering	Quality & Assurance	Process Management
Business Analysis	Platform Development	Web Development
Data Analytics	Microsoft Services	Project Management
Service Transition	Application Testing	Contract Management

Find out what our past Graduates are doing now...

"I began working at CIÉ as a graduate in October 2020, career progression was my main focus when taking up the role and CIÉ has helped me achieve that so far. I am now working as a Junior Solutions Developer in the Data Team where I get to use various technologies such as Microsoft PowerApps, Power Automate and SharePoint."

- Justice Aiwonegbe, Junior Solutions Developer

"I joined CIÉ as a Graduate in June 2014, I then took up a role in the Service Delivery team working as the Infrastructure Change, Service Transition, and Problem Manager. I currently work as an I.T. Solution Specialist within the Technology and Security Services Team, working with various Microsoft technologies such as O365, Endpoint Manager and Azure.

- Áine Rafferty, Solutions Specialist

"I started as a graduate with CIÉ in 2013 as a mature student. I was quickly able to apply my base knowledge to real life scenarios. Over the years I have had the opportunity to develop my skills and have progressed through a number of challenging and rewarding roles. Working in such a dynamic and professional environment has proven invaluable to my career.

- David Dunne, Solutions Architect (Networks)

Are you the right person for the Graduate Programme?

In order to be considered for the Graduate Programme you should be on track to receive or have received a Computer Science, IT or business-related Bachelor Degree, or equivalent .

You should have the ability to build and maintain strong relationships with the team, and with customers & end users through strong interpersonal & communication skills.

You should be organised with excellent time management capabilities with a 'Can do' attitude, focusing on meeting deadlines and on high quality deliverables within a high paced team.

You should be naturally positive attitude towards customer service and have the ability to remain calm under pressure.

You should be self-driven with the ability to leverage the graduate programme to your own benefit.

How do you apply?

Applications can be made by sending your CV and a cover letter explaining why you should be considered for the Graduate Programme to gradscheme@cie.ie

There is no deadline for applications with vacancies available immediately, early applicants will be prioritised.

Notes:
Each phase is typically 3 to 15 months in duration, but each graduate's journey is different. Graduates are offered a 24-month contract to cover the full Graduate Programme, pending an annual review.

The certificates & education outlined in the document are subject to availability and require the candidate to sit & pass an associated exam.

Availability within specific teams is not guaranteed and is subject to business requirements.

Roles within the Graduate Programme will be hybrid-working with on-site days based in Heuston Station, Dublin.

Driving Change for a Sustainable Future