



CIÉ Group IT Graduate Programme

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

Deadline for applications is **20th May 2022**.

CIÉ Group IT Graduate Programme

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

Our 3-phase programme covering multiple streams 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 C oras Iompair  ireann (CI )?

C oras Iompair  ireann (CI ) is Ireland's national public transport provider.

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



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



Iarnr d  ireann - Irish Rail provide passenger and freight rail services within the Irish state as well as operating Rosslare Europort.



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



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



CI  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 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:

Phase 1

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 also be trained on O365 & related Microsoft technologies in order to support the growing use of cloud-based technologies.

Phase 2

How it works:

You will continue in your role in the CIÉ Service Desk but will now focus on developing your skill set technically. You will be asked to select one of two streams to focus your development; Technology & Security Services, or Business Applications & Data (more details provided on Page 6).

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 two streams who will meet with you on a regular basis to provide guidance on your development in line with the stream.

Phase 3

How it works:

Phase 3 will see you moved from the Service Desk team onto either the Technology & Security Services Team, or the Business Applications & Data Team based on your stream selection in Phase 2.

Within these Teams you will focus on the associated technologies within that stream.

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 skillset in your chosen stream.
- You will continue to meet your mentor on a regular basis who will involve you in projects and service activities associated with the stream.
- In addition, it would be expected that you would sit the associated training courses and exams necessary for your role.

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.

What streams are available?

Two streams are available within Group IT, with a wide array of sub-streams and specialisms, some of which are outlined below. Some of the specialisms are cross-stream and are available through either stream.

Once entered in a stream, graduates will be exposed to all the sub-streams and specialisms available which will help them on their journey through their career.

Technology & Security Services

**Service
Delivery**

**Infrastructure
Engineering**

**Technology
Development**

**Network
Engineering**

**Cybersecurity
Services**

**Change
Management**

**Cloud
Engineering**

**Quality &
Assurance**

**Process
Management**

Business Applications & Data

**Business
Analysis**

**M365 Platform
Development**

**Web
Development**

**Data Analytics
& Reporting**

**Integration
Platform Dev**

**Change
Management**

**Cloud
Development**

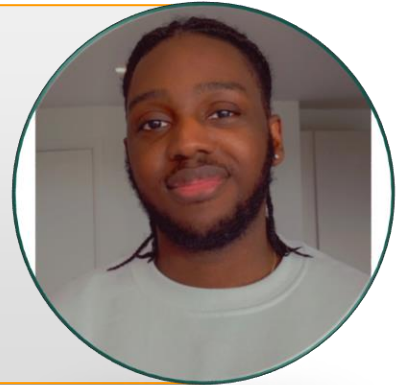
Testing & QA

**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.

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

Deadline for applications is **20th May 2022**, but don't worry if you've missed the deadline, please still send us your details as we are always interested to hear from promising and interested applicants.

Notes:

Each phase is typically 6 to 12 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 streams 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