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CHILL DARA AGUS CHILL MHANTÁIN
KILDARE AND WICKLOW
EDUCATION AND TRAINING BOARD

**INFORMATION GUIDE
OPEN COMPETITION FOR THE APPOINTMENT OF**

Permanent Senior Staff Officer (Grade VI) Post

Initial Location: ICT Department Naas, Co. Kildare or ICT Department Wicklow Town, Co. Wicklow

(The post can be located in either Administrative Office)

Initial duties: Information Communications Technology (ICT) Lead

Terms of appointment: The post is whole-time, permanent and pensionable.

Hours of Work: 35 hours per week, excluding breaks, Monday to Friday.
A Pilot Blended Working Scheme is currently in operation.

Salary: €55,642 - €67,978 (includes 2 long service increments)

As per Department of Education guidelines, **new appointees who are entering this grade for the first time will start at the minimum point of the scale**, however incremental credit may apply if, immediately prior to appointment, the appointee is already a serving Civil or Public Servant. Rate of remuneration may be adjusted from time to time in line with Government pay policy. ***The salary is not subject to negotiation.***

Job Description:

The Senior Staff Officer (ICT Lead) will have responsibility for staff management, project management and data management in the ICT section.

Tasks/Duties and Responsibilities:

The ICT Lead, reports to the assigned Assistant Principal Officer. The successful applicant will have initial responsibility for leading the ICT team and other work as assigned and relevant to a Grade VI.

The ICT Lead will be responsible for leading projects and assigned areas of work in the ICT function in KWETB. They will manage and oversee ICT service contracts. They will organise ICT support to administration offices, training centres, FET centres, schools and staff. They may need to travel to these centres from time to time. They will also be responsible for the development and implementation of appropriate ICT solutions and ICT Contracts of Service. This will include participating in the development and implementation of KWETB IT Strategy and management of some ICT staff.



Main areas of responsibility:

- Support, contribute to and co-ordinate implementation of IT projects for KWETB in line KWETB overall Statement of Strategy needs
- Lead, plan and manage assigned members of the ICT Team
- Manage and negotiate service level agreements and contracts with third party service providers
- In conjunction with ICT team, to develop comprehensive and up to date suite of IT policies and ensuring that all stakeholders are aware and trained in the compliance and implementation of same
- Support the effective operation of the KWETB network, Active Directory Domain, associated hardware, operating systems and software as well as the organisations communications infrastructure
- Overseeing and determining timeframes for major IT projects including system updates, upgrades, migrations and outages and including capital projects
- Procure equipment, hardware, software and services in line with KWETB procurement policy and in consultation with the KWETB procurement team. Ensuring all procurement documentation, licence/support agreements and asset registers are accurately maintained
- To develop and maintain a major Incident & business continuity plan for IT and to implement measures designed to safeguard the Information Technology needs of KWETB in the event of major incidents or disasters
- Responsible for ensuring that the organisation has effective security measures in place for the protection of KWETB information residing on server systems and is safe from cyber attacks
- Managing and reporting on allocation of IT budget
- Develop a culture of best practices, continuous improvement and delivering a customer focused service
- Ensure the smooth running of all information systems and effective information security
- Maintain, develop and oversee management procedures and corporate policies relating to information systems and security
- Advise senior management on the new technologies, and their potential for business process improvements

The list is not exhaustive and may change as the organisation evolves, and may from time to time be determined by the regulations of the Department of Education and Skills.



Requirements and Eligibility for the post:

Each candidate must:

- Have the requisite knowledge, skills and competencies to carry out the role. Competencies will be informed by best practice Public Appointment Service competency frameworks for the Irish Public Service;
- Be capable and competent of fulfilling the role to a high standard;
- Have obtained at least Grade D3 in five subjects in the Leaving Certificate Examination (higher, ordinary, applied or vocational programmes) or equivalent or have passed an examination at the appropriate level within the QQI qualifications framework which can be assessed as being to Leaving Certificate standard or equivalent or higher or have appropriate relevant experience which encompasses equivalent skills and expertise;

Desirable:

- Have a minimum of 3 years of experience in an ICT service delivery related
- Have a third level qualification in ICT, Computer Science, Engineering, Cybersecurity or a related discipline at Level 7 or higher on the National Framework of Qualifications.
- Have excellent hands-on technical expertise and experience in supporting windows environments, Office 365, Active Directory, end user device support and networking
- Have excellent customer service and communication skills
- Have risk management and project delivery experience
- Good relationship and interpersonal skills
- Strategic thinking and commercial awareness – purchasing and supplier management
- Strong communication skills
- Proven track record in driving sustainable IT improvements or transformation
- Self-motivating with strong drive
- Have experience in managing staff including but not limited to general staff supervision, teamwork scheduling, staff development and training
- Full Drivers Licence and access to own transport

Eligibility

Citizenship Requirement: Candidates should note that eligibility to compete for posts is open to citizens of the European Economic Area (EEA) or to non-EEA nationals with a valid work permit. The EEA consists of the Member States of the European Union along with Iceland, Liechtenstein and Norway. Swiss citizens under EU agreements may also apply.



Health & Character

Those under consideration for the position will be required to complete a health declaration. References will be sought.

Competencies required

The appointee to the Grade VI Senior Staff Officer post will be required to show evidence of the following competencies:

Specialist Knowledge, Expertise and Self Development

- Clearly understands the role, objectives and targets and how they fit into the work of the Organisation
- Develops the expertise necessary to carry out the role to a high standard and has a thorough understanding of the Code of Practice for the Governance of Education and Training Boards
- Is proactive in keeping up to date on issues and key developments that may impact on the Department and/or wider ETB service
- Consistently reviews own performance and sets self-challenging goals and targets

Leadership Potential

- Is flexible and willing to adapt, positively contributing to the implementation of change
- Contributes to the development of policies in the Department/Organisation
- Seeks to understand the implications of taking a particular position on issues and how interdependencies need to be addressed in a logical and consistent way
- Maximises the contribution of the team, encouraging ownership, providing support and working effectively with others
- Formulates a perspective on issues considered important and actively contributes across a range of settings

Analysis & Decision Making

- Is skilled in policy analysis and development, challenging the established wisdom and adopting an open-minded approach
- Quickly gets up to speed in a complex situation, rapidly absorbing all relevant information/data (written and oral)
- Uses numerical data skilfully to understand and evaluate service issues
- Identifies key themes and patterns in and across different sources of information, drawing sound and balanced conclusions
- Sees the logical implications of taking a particular position of an issue

Delivery of Results

- Assumes personal responsibility for and delivers on agreed objectives/goals
- Manages and progresses multiple projects and work activities successfully



- Accurately estimates time parameters for projects and manages own time efficiently, anticipating obstacles and making contingencies for overcoming these
- Maintains a strong focus on meeting the needs of customers at all times
- Ensures all outputs are delivered to a high standard and in an efficient manner
- Use resources effectively, at all times challenging processes to improve efficiencies

Interpersonal & Communication Skills

- Communicates in a fluent, logical, clear and convincing manner verbally and in writing
- Is able to listen effectively and develop a two-way dialogue quickly
- Maintains a strong focus on meeting the needs of internal and external customers
- Effectively influences others to take action
- Works to establish mutual understanding to allow for collaborative working

Drive & Commitment to Public Service Values

- Consistently strives to perform at a high level
- Maintains consistent effort under pressure and is resilient to criticism or setbacks at work
- Demonstrates high levels of initiative, taking ownership for projects and demonstrating self sufficiency
- Is personally trustworthy and can be relied upon
- Places the citizen at the heart of all processes and systems

Application Process:

Fully completed official application form should be submitted via email to jobapplications@kwetb.ie no later than **12 noon on Wednesday, 11th December 2024.**

Please note the following

- Short listing may apply.
- Canvassing by or on behalf of the candidate will automatically disqualify.
- Late applications will not be accepted.
- It is the responsibility of the candidate to ensure that the application form is received at the stated email address before the stated deadline. It is recommended applicants request a delivery receipt when sending their application.

Any technical difficulties encountered by the sender when submitting an application are not the responsibility of the KWETB.

Dr. Deirdre Keyes, Chief Executive