

INFORMATION GUIDE

2 x STAFF OFFICER (GRADE V) (PERMANENT) INITIAL DUTIES; INFORMATION SYSTEMS TECHNICAL SUPPORT OFFICERS

REFERENCE NUMBER: OSD 08/2024

Longford and Westmeath Education and Training Board is now holding a competition for 2 x permanent Staff Officer (Grade V) positions- Initial Duties; Information Systems Technical Support Officers. Candidates must have the requisite knowledge, skills and competencies to carry out the role and be capable and competent of fulfilling the role to a high standard.

The Information Systems Technical Officers will initially participate in a team to provide a high standard of technical support in LWETB. An ability to ensure product quality and stability and a determination to professionally manage and resolve potentially complex issues in a fast-paced environment is required.

The Information Systems Department provides a wide range of services to LWETB and its customers. As such, due to the dynamic nature of ICT and the changing business requirements within the organisational all ICT posts require a flexibility to work in other IT roles as needs change.

Duties

The principal duties and responsibilities will be to perform the range of operations appropriate to the post of I.S. Technical Support Officer that may be assigned by the Head of Information Systems and shall include, but is not limited, to the following:

- Provide day to day technical support in an effective and responsive manner, for the ICT application and infrastructure environment including networks, servers, desktop/laptop and mobile systems.
- Provide technical support to staff, both office-based and working remotely and to Board members
- Provide technical support for the use of ICT equipment in LWETB meeting rooms, and across all LWETB meetings.
- Manage and track issues from outset to conclusion, effectively communicating with all stakeholders throughout the process.
- Install, configure, test and document PCs, laptops, tablets, smartphones and related hardware, software and network components and solutions, avoiding service disruptions and ensuring coherence to security requirements and licence compliance.
- Contribute to the continuous improvement of the team with regular updates to the knowledge base.
- Support IT Security initiatives and engage with all security protocols and systems.

- Support the implementation of the Cyber Security Baseline Standards intended to create an acceptable security standard model taking a holistic and comprehensive approach to the issues related to Cyber Security which combines the best of various standards and industry best practices, including the NIST 1.1 CSF (Cyber Security Framework) published by the “U.S. National of Institute of Standards and Technology”, and ISO 27001, which is an international standard to manage information security, and sets out the specification for an effective ISMS (information security management system).
- Escalate complex or unresolved incidents within the team or to external suppliers.
- Engage with business users to understand issues and requirements and provide advice and solutions regarding installed applications and technology.
- Keep abreast of information technology evolution and identify opportunities for such technologies to be gainfully utilised by LWETB.
- Contribute to the review and implementation of the ICT Strategy.
- Have the knowledge and ability to discharge the duties of the post concerned;

The above specification is not intended to be a comprehensive list of all duties involved and consequently the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post while in office.

Competencies required

The appointee to the position of Staff Officer (Grade V) will be required to show evidence of the following competencies in no more than **300** words per competency:

People Management

- Consults and encourages the full engagement of the team, encouraging open and constructive discussions around work issues
- Gets the best out of individuals and the team, encouraging good performance and addressing any performance issues that may arise
- Values and supports the development of others and the team
- Encourages and supports new and more effective ways of working
- Deals with tensions within the team in a constructive fashion
- Encourages, listens to and acts on feedback from the team to make improvements
- Actively shares information, knowledge and expertise to help the team to meet its objectives

Information Management, Analysis and Decision Making

- Effectively deals with a wide range of information sources, investigating all relevant issues
- Understands the practical implication of information in relation to the broader context in which s/he works – procedures, divisional objectives etc.
- Identifies and understands key issues and trends
- Correctly extracts and interprets numerical information, conducting accurate numerical calculations
- Draws accurate conclusions and makes balanced and fair recommendations backed up with evidence.

- Sees the logical implications of taking a particular position of an issue

Delivery of Results

- Takes ownership of tasks and is determined to see them through to a satisfactory conclusion
- Is logical and pragmatic in approach, setting objectives and delivering the best possible results with the resources available through effective prioritisation
- Constructively challenges existing approaches to improve efficient customer service delivery
- Accurately estimates time parameters for project, making contingencies to overcome obstacles
- Minimises errors, reviewing learning and ensuring remedies are in place
- Maximises the input of own team in ensuring effective delivery of results
- Ensures proper service delivery procedures/protocols/reviews are in place and implemented

Interpersonal and Communication Skills

- Modifies communication approach to suit the needs of a situation/audience
- Actively listens to the views of others
- Liaises with other groups to gain co-operation
- Negotiates, where necessary, in order to reach a satisfactory outcome
- Maintains a focus on dealing with customers in an effective, efficient and respectful manner
- Is assertive and professional when dealing with challenging issues
- Expresses self in a clear and articulate manner when speaking and in writing

Specialist Knowledge, Expertise and Self Development

- Displays high levels of skills/expertise in own area and provides guidance to colleagues
- Has a clear understanding of the roles objectives and how they support the service delivered by the unit and Department/Organisation and can communicate this to the team
- Leads by example, demonstrating the importance of development by setting time aside for development initiatives for self and the team

Drive and Commitment to Public Service Values

- Is committed to the role, consistently striving to perform at a high level
- Demonstrates flexibility and openness to change
- Is resilient and perseveres to obtain objectives despite obstacles or setbacks
- Ensures that customer service is at the heart of own/team work
- Is personally trustworthy
- Acts with integrity and encourages this in others

Terms and Conditions

Initial Base: LWETB Head Office, Marlinstown Business Park, Mullingar, Co. Westmeath. However, LWETB reserves the right to assign you to any other location as the service demands require.

The successful candidates will be required to travel between all LWETB schools/centres/buildings in both Longford and Westmeath as the role requires.

Salary: Starting point on scale is €49,215

For persons commencing at this grade for the first time or starting in the Public Sector for the first time starting pay will be as above. An incremental salary scale applies thereafter as per C/L 0035/2024. Previous public sector experience in the same grade may be eligible for incremental credit. This will be determined upon appointment. The rate of remuneration may be adjusted from time to time in line with Government pay policy.

Hours per week: 35 hours per week

Candidates must:

- Be fully competent and available to undertake, and fully capable of undertaking, the duties attached to the position.
- Have the requisite knowledge, skills and competencies to carry out the role and 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 programme) or equivalent **or** have passed an examination at the appropriate level within the QQI qualifications framework which can be assessed as being of a comparable to Leaving Certificate standard or equivalent or higher **or** have appropriate relevant experience which encompasses equivalent skills and expertise.
- Be at least 17 years of age on or before the date of advertisement of the recruitment competition.
- agree to undertake the duties attached to the post and accept the conditions under which the duties are, or may be required to be performed.

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. Please note you must advise LWETB if a work permit is required by you before commencing employment. This requirement should be notified to LWETB as soon as possible.

Health and Character:

Those under consideration for a position may at the discretion of the employer be required to complete a health and character declaration and may be required to complete Garda Vetting Form. References will be sought. Some posts may require special security clearance. In the event of potential conflicts of interest, candidates may not be considered for certain posts.

Application and selection process:

- Candidates should read the guide and supporting documentation on how to complete the application.
- Full details about the positions are available on www.etbvacancies.ie. Candidates who wish to apply for the above panel must apply through www.etbvacancies.ie **not later than 13:00 hours on Monday 10th June 2024**. For details on the services LWETB provides see www.lwetb.ie
- Your application will be assessed on the information you submit. Please ensure all sections are completed fully and accurately, giving clear evidence of qualifications, skills and experience
- Incomplete applications will not be considered. **Late applications will not be accepted.**
- Shortlisting will apply.
- If successful at interview, referees will be contacted directly by LWETB at its convenience and without further notice to candidates.
- Candidates must adhere to the word counts specified.
- Selection will be by way of competency-based interview.
- Canvassing by or on behalf of the applicant will disqualify.
- Provisional date for interviews is as soon as is practical post-closing date. Provisional date is week commencing **24th June 2024**.
- Please note by submitting online an automatic message will be issued to your Etbvacancies account to confirm receipt of your application. This should not be taken as confirmation that the submission is a valid application. **If you do not a confirmation message via your portal within two days, please email recruitment@lwetb.ie PRIOR to the closing date.**
- It is the responsibility of the candidate to ensure that the application form is received before the stated deadline. Any technical difficulties encountered by the sender when submitting an application, are not the responsibility of LWETB.
- Interviews may take place via video conference. Candidates that are selected for interview will be supplied with guidelines in this regard.
- All enquiries regarding your application should be made to recruitment@lwetb.ie using the post reference in the subject line of the email.
- Providing incorrect information or deliberately concealing any relevant facts may result in disqualification from the selection process or, where discovery is made after an appointment, in summary dismissal.
- LWETB is registered as a Data Controller. Data will be processed in accordance with the ETB's Data Protection Policy and retained in accordance with the records' retention schedule therein. The personal data supplied on this application form and supplementary documents are required for the purposes of recruitment (including shortlisting and interviewing), assessment of qualifications, general administration, and to fulfil our other legal obligations, including the election of staff representatives to the ETB under the Education and Training Boards Act 2013. While the information provided will generally be treated as confidential to LWETB, from time to time it may be necessary for us to exchange personal data on a confidential basis with other bodies including the

Department of Education and Skills, the Department of Social Protection, Gardaí, the CSO, the Teaching Council, Revenue, other statutory bodies, or with former or subsequent employers. Should you wish to update or access your personal data you should write to the CE.

- Further information on LWETB including details of our schools, centres for education and programmes can be found on our website www.lwetb.ie
- Longford and Westmeath ETB is an equal opportunities employer.
- Any travel or other expenses incurred by candidates whilst undertaking or attending any elements of the selection process will not be refunded by LWETB.

Ms. Liz Lavery, Chief Executive, Longford and Westmeath ETB