

**Grade V ICT Technical Support Analyst**

**Job Specification & Terms and Conditions**

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| **Job Title, Grade Code** | **Grade V ICT Technical Support Analyst**  (Grade Code 0566) |
| **Campaign Reference** | NRS14738 |
| **Closing Date** | Monday 28th July 2025 at 12:00PM |
| **Proposed Interview Date (s)** | Candidates will normally be given at least two weeks' notice of interview. The timescale may be reduced in exceptional circumstances. |
| **Taking up Appointment** | A start date will be indicated at job offer stage. |
| **Location of Post** | There is currently one permanent and whole time vacancy available in BreastCheck Southern Screening Unit, Cork  A panel may be formed as a result of this campaign for **Grade V ICT Technical Support Analyst, National Screening Service** from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled. |
| **Informal Enquiries** | Name: Brian O Carroll, Head of ICT  Tel: (061) 406520  Email: brian.ocarroll@screeningservice.ie |
| **Details of Service** | The National Screening Service (NSS) delivers four national population-based screening programmes – for cervical, breast and bowel screening and for detecting sight-threatening retinopathy in people with diabetes. These programmes aim to reduce morbidity and mortality in the population through early detection and treatment across the programmes. Screening programmes internationally and in Ireland are based on a call / re-call system where eligible and non-symptomatic populations are invited to take part and clinical services are provided for the further investigation and treatment of people identified as at risk of having or developing disease. Each of the 4 screening programmes has an established national register that comes within the remit of HIQA information standards.  The functions of the National Screening Service are as follows:   * To carry out or arrange to carry out a national breast screening service (BreastCheck) for the early diagnosis and primary treatment of breast cancer in women. * To carry out or arrange to carry out a national cervical cancer screening service (CervicalCheck) for the early diagnosis and primary treatment of cervical cancer in women. * To carry out or arrange to carry out a national bowel screening service (BowelScreen) for the early diagnosis and primary treatment of bowel cancer in men and women. * To carry out or arrange to carry out a national diabetic retinal screening service (Diabetic Retinopathy) for the early diagnosis and primary treatment of retinopathy in the Diabetic population * To advise on the benefits of carrying out other screening programmes where a population health benefit can be demonstrated. * To advise the Minister, from time to time, on health technologies, including vaccines, relating to the prevention of cervical cancer. * To implement special measures to promote participation in its programmes by disadvantaged people. * The role of the National Screening Service also includes policy, development and advice. |
| **Reporting Relationship** | The post holder will report to the ICT Officer (Grade VI) or other nominated manager. |
| **Purpose of the Post** | The main purpose of this role is to provide Helpdesk application and hardware support to the development and maintenance of applications in use in the NSS, primarily BreastCheck, and the users of those applications.  The role involves the analysis of issues with the ICT systems, and the project management of the resolution of those issues in conjunction with the software system support vendors, to resolve all issues promptly and maintain availability of the applications. The hardware and software working environment of the NSS includes a LAN/WAN, running Windows Server 2012 & later, Win 7 and later, MS Office 2010 and later and bespoke software to ensure optimum availability of IT Resources within policies and procedures.  The role involves assisting in managing the relationship with external hardware and software suppliers and in the evaluation of new systems and the resolution of problems with operational systems. The post holder will be expected to assist with the management of the development of new Business Objects reports with a service provider and to contribute to data protection, security and help protect the integrity of data within the NSS.  The post holder will work in the IT Department primarily in the Cork office, but there may be a requirement to visit and support IT colleagues in our offices in Dublin, Limerick and Galway, as well as supporting colleagues working on mobile units throughout Munster. |
| **Principle Duties and Responsibilities** | **The position of ICT Technical Support Analyst encompasses both managerial and administrative responsibilities which include the following:**   * Management of Operational support to BreastCheck including   + PC Support   + Network Support   + Email Support * Development and on-going maintenance of Helpdesk reports and queries, including Business Objects and SSRS. * Ensure that agreed Service Levels and KPI’s are met. * Development of required documentation to support technical environment. * Provide knowledge transfer across the Technical Team and to others as required. * Other duties as deemed appropriate by ICT Manager.   **Administration**   * Ensure line management is kept informed of issues. * Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service.   **Customer Service**   * Promote and maintain a customer focused environment by ensuring service-users are treated with dignity and respect * Seek feedback from service users/customers and implement change to incorporate same, in agreement with line manager   **Standards, policies, procedures & legislation**   * Maintain own knowledge of relevant HSE and NSS policies, procedures, guidelines and practices to perform the role effectively and to ensure current work standards are met by own team * Maintain own knowledge of relevant regulations and legislation e.g. Financial Regulations, Health & Safety Legislation, Employment Legislation, FOI Acts etc. * Pursue continuous professional development in order to develop management expertise and professional knowledge * Adequately identifies, assesses, manages and monitors risk within their area of responsibility. * Have a working knowledge of the Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc. and comply with associated HSE protocols for implementing and maintaining these standards as appropriate to the role. * Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service.   **The above Job 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 them from time to time and to contribute to the development of the post while in office.** |
| **Eligibility Criteria**  **Qualifications and/ or experience** | 1. **Eligible applicants will be those who on the closing date for the competition:**   Have satisfactory experience as a clerical officer in the HSE, TUSLA, other statutory health agencies, or a body which provides services on behalf of the HSE under Section 38 of the Health Act 2004  Or  Have obtained a pass (Grade D) in at least five subjects from the approved list of subjects in the Department of Education Leaving Certificate Examination, including Mathematics and English or Irish1. Candidates should have obtained at least Grade C on higher level papers in three subjects in that examination.  Or  Have completed a relevant examination at a comparable standard in any equivalent examination in another jurisdiction.  Or  Hold a comparable and relevant third level qualification of at least level 6 on the National Qualifications Framework maintained by Qualifications and Quality Ireland, (QQI).  Note1: Candidates must achieve a pass in Ordinary or Higher level papers. A pass in a foundation level paper is not acceptable. Candidates must have achieved these grades on the Leaving Certificate Established programme or the Leaving Certificate Vocational programme. The Leaving Certification Applied Programme does not fulfil the eligibility criteria.  And   1. Candidates must possess the requisite knowledge and ability, including a high standard of suitability, for the proper discharge of the office.   **Health**  A candidate for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.  **Character**  Each candidate for and any person holding the office must be of good character. |
| **Post Specific Requirements** | * Experience working in a Technical Support Team such as providing support to users in one or more of the following areas: Desktop support, Remote Access, Networks, FTP/SFTP, Backup software and Email. * Experience in LAN/WAN using Windows Server 2016/2019, Office 365, Exchange 2016, Windows 10/11, Active Directory and Anti-Virus systems, data and phone switches, routers, UPS, physical and virtual servers and PCs. |
| **Other requirements specific to the post** | Access to appropriate transport to fulfil the requirements of the role. |
| **Skills, competencies and/or knowledge** | **Professional Knowledge & Experience**  **Demonstrate:**   * Knowledge and experience working in a Technical Support Team e.g. providing support to users in one or more of the following areas: - Desktop, Remote Access, Networks, Email, etc. * Knowledge of MS SQL Server and SQL language constructs * Knowledge and understanding or experience of using Java and/or other Web Development Tools. * Maximise the use of ICT, demonstrating excellent computer skills particularly Microsoft Office, Outlook etc. * Experience of producing high quality documentation and outputs as relevant to the role. * Knowledge and experience of best practice when adapting new technologies. * Demonstrate commitment to developing own professional knowledge and expertise.   **Planning & Managing Resources**   * Demonstrate the ability to effectively plan and manage own workload and that of others in an effective and methodical manner within strict deadlines, ensuring deadlines are met. * The ability to manage deadlines and effectively handle multiple tasks. * The ability to manage within allocated resources and a capacity to respond to changes in a plan. * Maintains an awareness of value for money.   **Evaluating Information, Problem Solving & Decision Making**   * Demonstrate the ability to appropriately analyse and interpret information, develop solutions and contribute to decisions quickly and accurately as appropriate. * Demonstrate initiative in the resolution of complex issues. * The ability to recognise when it is appropriate to refer decisions to a higher level of management. * A capacity to develop new proposals and recommend decisions on a proactive basis. * Flexibility, problem solving and initiative skills including the ability to implement change.   **Team Working**   * Demonstrate the ability to work on own initiative as well as part of a team, promoting a positive team spirit. * Demonstrate leadership potential, the ability to manage the performance of others and support staff development. * Works as part of the team to establish a shared sense of purpose and unity.   **Commitment to a Quality Service**   * Demonstrate an awareness and appreciation of the service user and a strong commitment to providing a quality service. * Embraces and promotes the change agenda; demonstrates flexibility and initiative including the ability to adapt to and implement change. * Supports team through service improvement / change processes.   **Communications & Interpersonal Skills**   * Demonstrate excellent communication and interpersonal skills including the ability to present (verbal & written) information in a clear and concise manner. * Demonstrate the ability to influence people and events and the ability to build and maintain relationships with a variety of stakeholders. * Treats others with dignity and respect. |
| **Campaign Specific Selection Process**  **Ranking/Shortlisting / Interview** | A ranking and or shortlisting exercise may be carried out on the basis of information supplied in your application form. The criteria for ranking and or shortlisting are based on the requirements of the post as outlined in the eligibility criteria and skills, competencies and/or knowledge section of this job specification. Therefore it is very important that you think about your experience in light of those requirements.  Failure to include information regarding these requirements may result in you not progressing to the next stage of the selection process.  Those successful at the ranking stage of this process, where applied, will be placed on an order of merit and will be called to interview in ‘bands’ depending on the service needs of the organisation. |
| **Diversity, Equality and Inclusion** | The HSE is an equal opportunities employer.  Employees of the HSE bring a range of skills, talents, diverse thinking and experience to the organisation. The HSE believes passionately that employing a diverse workforce is central to its success – we aim to develop the workforce of the HSE so that it reflects the diversity of HSE service users and to strengthen it through accommodating and valuing different perspectives. Ultimately this will result in improved service user and employee experience.  The HSE is committed to creating a positive working environment whereby all employees inclusive of age, civil status, disability, ethnicity and race, family status, gender, membership of the Traveller community, religion and sexual orientation are respected, valued and can reach their full potential. The HSE aims to achieve this through development of an organisational culture where injustice, bias and discrimination are not tolerated.  The HSE welcomes people with diverse backgrounds and offers a range of supports and resources to staff, such as those who require a reasonable accommodation at work because of a disability or long-term health condition.  Read more about the HSE’s commitment to [Diversity, Equality and Inclusion](https://www.hse.ie/eng/staff/resources/diversity/diversity.html) |
| **Code of Practice** | The Health Service Executive will run this campaign in compliance with the Code of Practice prepared by the Commission for Public Service Appointments (CPSA).  The CPSA is responsible for establishing the principles to be followed when making an appointment. These are set out in the CPSA Code of Practice. The Code outlines the standards to be adhered to at each stage of the selection process and sets out the review and appeal mechanisms open to candidates should they be unhappy with a selection process.  Read the [CPSA Code of Practice](https://www.cpsa.ie/pdf/?file=https://assets.cpsa.ie/media/275828/b88e3648-c663-4293-9471-d2d75bd1d685.pdf). |
| The reform programme outlined for the health services may impact on this role, and as structures change the Job Specification may be reviewed.  This Job Specification is a guide to the general range of duties assigned to the post holder. It is intended to be neither definitive nor restrictive and is subject to periodic review with the employee concerned. | |

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**Terms and Conditions of Employment**

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| **Tenure** | The current vacancy available is permanent and whole time.  The post is pensionable. A panel may be created from which permanent and specified purpose vacancies of full or part time duration may be filled. The tenure of these posts will be indicated at “expression of interest” stage.  Appointment as an employee of the Health Service Executive is governed by the Health Act 2004 and the Public Service Management (Recruitment and Appointments) Act 2004 and Public Service Management (Recruitment and Appointments) Amendment Act 2013. |
| **Remuneration** | The Salary scale for the post is: **(01/03/2025)**    €51,206 - €52,738 - €54,300 - €55,897 - €57,503 - **€59,375 - €61,253 LSIs**  New appointees to any grade start at the minimum point of the scale. Incremental credit will be applied for recognised relevant service in Ireland and abroad (Department of Health Circular 2/2011). Incremental credit is normally granted on appointment, in respect of previous experience in the Civil Service, Local Authorities, Health Service and other Public Service Bodies and Statutory Agencies. |
| **Working Week** | The standard weekly working hours of attendance for your grade are **35** hours per week. Your normal weekly working hours are **35** hours. Contracted hours that are less than the standard weekly working hours for your grade will be paid pro rata to the full time equivalent.  You are required to work agreed roster/on-call arrangements advised by your Reporting Manager. Your contracted hours are liable to change between the hours of 8.00am and 8.00pm over seven days to meet the requirements for extended day services in accordance with the terms of collective agreements and HSE Circulars. |
| **Annual Leave** | The annual leave associated with the post will be confirmed at Contracting stage. |
| **Superannuation** | This is a pensionable position with the HSE. The successful candidate will upon appointment become a member of the appropriate pension scheme. Pension scheme membership will be notified within the contract of employment. Members of pre-existing pension schemes who transferred to the HSE on the 01st January 2005 pursuant to Section 60 of the Health Act 2004 are entitled to superannuation benefit terms under the HSE Scheme which are no less favourable to those which they were entitled to at 31st December 2004 |
| **Age** | The Public Service Superannuation (Age of Retirement) Act, 2018\* set 70 years as the compulsory retirement age for public servants.  ***\* Public Servants not affected by this legislation:***  Public servants joining the public service or re-joining the public service with a 26 week break in service, between 1 April 2004 and 31 December 2012 (new entrants) have no compulsory retirement age.  Public servants, joining the public service or re-joining the public service after a 26 week break, after 1 January 2013 are members of the Single Pension Scheme and have a compulsory retirement age of 70. |
| **Probation** | Every appointment of a person who is not already a permanent officer of the Health Service Executive or of a Local Authority shall be subject to a probationary period of 12 months as stipulated in the Department of Health Circular No.10/71. |
| **Protection of Children Guidance and Legislation** | The welfare and protection of children is the responsibility of all HSE staff. You must be aware of and understand your specific responsibilities under the Children First Act 2015, the Protections for Persons Reporting Child Abuse Act 1998 in accordance with Section 2, Children First National Guidance and other relevant child safeguarding legislation and policies.  Some staff have additional responsibilities such as Line Managers, Designated Officers and Mandated Persons. You should check if you are a Designated Officer and / or a Mandated Person and be familiar with the related roles and legal responsibilities.  Visit [HSE Children First](https://www.hse.ie/eng/services/list/2/primarycare/childrenfirst/resources/) for further information, guidance and resources. |
| **Infection Control** | Have a working knowledge of Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc. and comply with associated HSE protocols for implementing and maintaining these standards as appropriate to the role. |
| **Health & Safety** | It is the responsibility of line managers to ensure that the management of safety, health and welfare is successfully integrated into all activities undertaken within their area of responsibility, so far as is reasonably practicable. Line managers are named and roles and responsibilities detailed in the relevant Site Specific Safety Statement (SSSS).  Key responsibilities include:   * Developing a SSSS for the department/service[[1]](#footnote-1), as applicable, based on the identification of hazards and the assessment of risks, and reviewing/updating same on a regular basis (at least annually) and in the event of any significant change in the work activity or place of work. * Ensuring that Occupational Safety and Health (OSH) is integrated into day-to-day business, providing Systems Of Work (SOW) that are planned, organised, performed, maintained, and revised as appropriate, and ensuring that all safety related records are maintained and available for inspection. * Consulting and communicating with staff and safety representatives on OSH matters. * Ensuring a training needs assessment (TNA) is undertaken for employees, facilitating their attendance at statutory OSH training, and ensuring records are maintained for each employee. * Ensuring that all incidents occurring within the relevant department/service are appropriately managed and investigated in accordance with HSE procedures[[2]](#footnote-2). * Seeking advice from health and safety professionals through the National Health and Safety Function Helpdesk as appropriate. * Reviewing the health and safety performance of the ward/department/service and staff through, respectively, local audit and performance achievement meetings for example.   **Note**: Detailed roles and responsibilities of Line Managers are outlined in local SSSS. |

1. A template SSSS and guidelines are available on [writing your site or service safety statement](https://healthservice.hse.ie/staff/health-and-safety/safety-statement/).

   2 Structures and processes for effective [incident management](https://www2.healthservice.hse.ie/organisation/qps-incident-management/incident-management/) and review of incidents. [↑](#footnote-ref-1)
2. [↑](#footnote-ref-2)