

**Grade V, Systems Administrator**

**Job Specification & Terms and Conditions**

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| **Job Title, Grade Code** | Grade V, Systems Administrator (Grade Code 0566) |
| **Campaign Reference** | NRS14858 |
| **Closing Date** | 12:00 PM Thursday 7th August 2025 |
| **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 whole-time vacancy available in the National Screening Service, Kings Inn House, 200 Parnell Street, Dublin 1A panel may be formed as a result of this campaign for **Grade V, Systems Administrator, National Screening Service** from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled. |
| **Informal Enquiries** | Brian O’Carroll General Manager ICT061 406520brian.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
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| **Reporting Relationship** | The post holder will report to the Grade VI Senior Systems Administrator or other nominated manager |
| **Key Working Relationships** | * NSS ICT Department
* Business teams at all grades
* Third party service providers
* Vendors who provide our services and support our systems.
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| **Purpose of the Post**  | The Grade V Systems Administrator will be part of the technical ICT Support Staff team to provide a quality service within a Wide Area Network (Voice and data), using MS Windows Server 2016 and 2019, Windows 10 and 11, Office 365, Exchange 2016, Security Software and bespoke Screening systems. This role includes supervisory responsibility, project management and the provision of a point of escalation in relation to various technical issues. |
| **Principal Duties and Responsibilities** | The position of Grade V encompasses both managerial and administrative responsibilities which include the following:**Administration*** Monitor Security Systems and respond to potential threats.
* Daily System monitoring of the Wide Area Network, Servers and Workstations to ensure a high level of availability for users.
* Assist in Maintaining Active Directory across the organisation.
* Assist the Systems Administrator in providing the required services for all the screening programmes within the organisation.
* Contribute to the continuous development of systems and software for the organisation.
* Create project plans to upgrade or implement software systems as required.
* Work closely with external providers (Network, software, security providers) to ensure network availability and data security.
* Work with the ICT Support team to set up and maintain any hardware/software requirements for new programmes.
* Assist with the technical set up for User Acceptance testing of new software developed for screening programmes.
* Updating of the Software Licensing Register.
* Working on future projects with the Systems Administrator.
* Ensure conformity with overall HSE ICT policies and guidelines
* Ensure the efficient day-to-day administration of area of responsibility.
* Ensure deadlines are met and that service levels are maintained.
* Ensure policies and procedures are well documented, understood and adhered to.
* Ensure that archives and records are accurate, maintained confidentially and readily available to the appropriate authority.
* Ensure line management is kept informed of issues.
* Ensure that stakeholders are kept informed and that their views are communicated to middle management.
* Maximise the use technology in ensuring work is completed to a high standard.

**Customer Service*** Promote and maintain a customer focused environment by ensuring service users / customers are treated with dignity and respect.
* Seek feedback from service users / customers and implement change to incorporate same, in agreement with Line Manager.

**Human Resources / Supervision of Staff*** Supervise and ensure the wellbeing of staff within own remit.
* Ensure an even distribution of workload amongst the team, taking into account absence due to annual leave etc.
* Create and promote a positive working environment among staff members which contributes to maintaining and enhancing effective working relationships.
* Promote cooperation and working in harmony with other teams and disciplines.
* Deal with under performance in a timely and constructive manner.
* Identify training and development needs of staff in own area.
* Pursue and promote continuous professional development in order to develop management expertise and professional knowledge.
* Engage in the HSE performance achievement process in conjunction with your Line Manager and staff as appropriate.

**Service Delivery and Improvement*** Ensure accurate attention to detail in own work and work of team.
* Actively participate in innovation and support change and improvement initiatives within the service; adapt local work practices ensuring team knows how to action changes.
* Monitor efficiency of service provided by team, identify and implement changes to the administration of the service where inefficiencies arise.
* Encourage and support staff through change processes.

**Standards, Policies, Procedures & Legislation*** Maintain own knowledge of relevant HSE 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, GDPR.
* 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** | **This campaign is confined to staff who are currently employed by 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 as per Workplace Relations Commission agreement -161867*****\* A list of ‘other statutory health agencies’ can be found:***<https://www.gov.ie/en/organisation-information/9c9c03-bodies-under-the-aegis-of-the-department-of-health/?referrer=http://www.health.gov.ie/about-us/agencies-health-bodies/>**Candidates must have at the latest date of application: -** 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 30 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.And1. 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 in managing and working collaboratively with multiple stakeholders as relevant to this role.
* Experience in a role that has involved one or more of the following:
	+ Technical IT Support
	+ Project Support
	+ Desktop Support
	+ Network Support
	+ Business Operations Support
	+ Customer Service Support
	+ Data Analysis
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| **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*** 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 and experience in the support of delivery and management of ICT projects.
* Good understanding of ICT support processes and issues.
* Demonstrates knowledge and experience relevant to the role as per the duties & responsibilities, eligibility criteria and post specific requirements of the role.
* Maximise the use of ICT, demonstrating excellent computer skills particularly Microsoft Office, Outlook etc.
* Demonstrate the ability to work in line with relevant policies and procedures.
* Demonstrate commitment to developing own professional knowledge and expertise.

**Planning and 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.

**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.

**Evaluating Information, Problem Solving & Decision Making** * Demonstrate numeracy skills, an ability to analyse and evaluate information and make effective decisions. Recognises when it is appropriate to refer decisions to a higher level of management.
* Demonstrate initiative in the resolution of issues arising / problem solving and proactively develop new proposals and recommend solutions.
* Makes decisions and solves problems in a timely manner before they accumulate.
* 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.

**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.

**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.
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| **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. |

 **Grade V, Systems Administrator**

**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 (as at 01/03/2025) is: post is: €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. [↑](#footnote-ref-1)
2. [↑](#footnote-ref-2)