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**Senior Network & Infrastructure Analyst**

**Job Specification & Terms and Conditions**

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| **Job Title and Grade Code** | Senior Network & Infrastructure Analyst  *(Grade Code: 0582)* |
| **Campaign Reference** | NRS15005 |
| **Closing Date** | **Wednesday 17th September 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** | The National Ambulance Service Technology, Data and Business Analytics Team is a national service under the Planning & Infrastructure Directorate, which has offices in Limerick, Tallaght, and Offaly.  There is currently one permanent and whole-time post available based in the National Ambulance Service, Rivers Building, Tallaght, Dublin D24 XNP2.  The Service Manager is open to engagement with the successful candidate as regards the expected level of on-site attendance at above base, in the context of the requirements of this national role and the HSE’s Blended Working Policy [Blended working - HSE Staff](https://healthservice.hse.ie/staff/procedures-guidelines/blended-working/).  The post holder will be required as part of this role to attend meetings throughout the HSE.  A panel may be formed as a result of this campaign for **Senior Network & Infrastructure Analyst within the National Ambulance Service** from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled. |
| **Informal Enquiries** | **Name:** Brian McKeon, Head of Technology, Data and Business Analytics  **Email:** [brian.mckeon@hse.ie](mailto:brian.mckeon@hse.ie) |
| **Details of Service** | The National Ambulance Service (NAS) is the statutory Pre-Hospital urgent, emergency and critical care and retrieval provider for the State.  The NAS mission is to serve the needs of patients and the public as part of an integrated health system, through the provision of high quality, safe and patient centred services. This care begins immediately at the time that the emergency call is received, continues through to the safe treatment, transportation and handover of the patient to the clinical team at the receiving hospital or emergency department.  In 2025, the National Ambulance Service will continue implementation of a strategic plan, NAS Strategy 2025 to 2034, which is focused on ensuring the delivery of patient centred care. It brings together recommendations from a wide series of reviews into a single plan.  A critical element of this is the implementation of shifting models of care that will see the service utilise other alternative services for our patients than the emergency department. |
| **Reporting Relationship** | Reporting to the NAS Network & Infrastructure Manager or other nominated manager |
| **Key Working Relationships** | The key working relationships associated with this role are:   * NAS Executive Management * NAS Senior Managers * NAS Staff * Clinical Director, NASCCRS * Office of the Chief Information Officer * HSE Procurement * Hospital Groups * CHOs * 3rd party Companies * Dublin Fire Brigade * Local Authority Fire Services * External Service Providers |
| **Purpose of the Post** | The purpose of the post is to lead the design and development of the NAS Networking and Infrastructure in order to support the strategic objectives of the Service.  The post holder will ensure the continued development of a wide range of integrated digital solutions to support a modern Emergency service, including call taking, dispatch, telecommunications, patient care and enabling business systems.  The post holder will collaborate closely, cross functionally across NAS, with a range of internal and external stakeholders to accurately define business requirements, implement data models and deploy data solutions which deliver against operational and strategic objectives.  The position is required to support the achievement of the strategic aims of the NAS Strategy, HSE priorities and directions. The post holder will ensure that digital planning is focused on clinical and operational needs and benefits that support delivery of the Digital Operations Plan.  The post holder will assist with the planning and implementation of infrastructure disaster recovery and major emergency response, within the Technology & Data Analytics Department.  The post holder will manage and oversee the procurement of systems and solutions, working with HSE Technology & Transformation and contracted partners to ensure all critical services are implemented successfully.  Critical to this role will be the ability to build and maintain strong relationships across NAS, the wider HSE and in particular with HSE Technology & Transformation.  The scope of this role encompasses implementing extensive healthcare reform as part of a wider health system reform programme and specifically as referenced in the NAS Strategy 2021-2031.  The post holder will work to monitor and improve ICT and Data governance within NAS.  The post holder will support the business administration of the Technology, Data and Business Analytics Department, including human resources, procurement, and regulatory/policy compliance.  A number of primary responsibilities may be assigned and rotated as necessary including leading out on Cyber Security NIS II Directive, or Business Continuity/Disaster Recovery, etc. |
| **Detailed Description of Duties and Responsibilities** | **Professional Knowledge**   * Lead the design, development, delivery and evaluation of NAS Networking and Infrastructure. * Ensure that ICT infrastructure and applications are assessed at appropriate intervals to plan renewal and replacement. * Translate functional specifications and business requirements into architectural designs. * Proactively identify and implement efficiencies and improvements in Networking & Infrastructure. * Provide proactive technical expertise in developing and managing solutions to support service delivery. * Create and maintain appropriate network and infrastructure documentation. * Analyse current business practices, processes, and procedures to identify future opportunities. * Provide knowledge transfer and detailed training to persons as appropriate. * Deploy a robust project management methodology such as Lean, PRINCE2 or Agile to analyse processes and optimise process workflows. * Ensuring security standards are embedded into all operational processes. * Promote organisational awareness of information security. * Support the creation and maintenance of all Cyber Security policies and procedures in compliance with the NIS Directive and other overall HSE policies and standards. * Design, implement, and provide continued audit and testing of NAS Cyber Security measures.   **Supplier Management**   * Proactively review supplier performance against agreed targets. * Manage and develop key supplier relationships. * Ensure all 3rd parties comply with SLA’s, and that these are regularly reviewed. * Manage internal and external Networking and Infrastructure Audits across NAS as required by regulatory and contractual demands. * Review security controls of third party suppliers as well as security requirements of new customer contracts in conjunction with national HSE security teams.   **Continuous Improvement and Development**   * Drive infrastructure updates and change requests from specifying the requirements, to testing the changes, documenting and communicating changes to the wider team and stakeholders. * Assist with the development and integration of applications, databases and other technologies that support operational processes, and to ensure consistency and appropriate delivery of these. * Undertake analysis of asset condition and replacement cost profiling for the preparation of annual Obsolescence and Replacement Plans * Be a member of both internal and external groups as appropriate to promote NAS technical development and delivery of contracted and other agreed responsibilities. * Maintain own knowledge of Security/Cyber Security standards and frameworks. * Maintain own knowledge of Data Protection legislation, including GDPR. * Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service.   **Communications and Relationships**   * Foster effective and supportive relationships with operational teams and HSE Technology & Transformation to enable delivery of agreed outcomes. * Ability to work collaboratively across multiple partner organisations, understanding and sympathising with individual’s perspective, identifying common ground and working together towards shared goals. * Work with stakeholders to understand business needs and provide specialist analytical advice and insight to inform decisions making and service transformation. * Develop strong and supportive working relationships with operational and corporate teams. * Work with multi-disciplinary teams from across the HSE to deliver agreed outcomes. * Be credible and foster effective and supportive relationships with Senior Managers to enable delivery of agreed outcomes and compliance with new standards and ways of working. * Promote, negotiate and facilitate change and, at times, resolve conflict with senior colleagues. * Support the stakeholder engagement requirements of the NAS Transformation Programme. |
| **Eligibility Criteria**  **Qualifications and/ or experience** | **Candidates must have at the latest date for receipt of applications:**   1. (i) Have a Quality and Qualifications Ireland Level 8 (or higher or equivalent) major   academic award in the area of Computer Science, Computer Engineering,  Electronic Engineering.  and   1. A minimum of 3 years’ experience using technical expertise and project management methodologies in developing and managing solutions to support service delivery, as relevant to this role.   Or   1. A minimum of 6 years’ experience using technical expertise and project management methodologies in developing and managing solutions to support service delivery, as relevant to this role. 2. Experience in the design development and evaluation of networking and infrastructure, as relevant to this role. 3. Experience in managing and working collaboratively with multiple internal and external stakeholders to achieve shared goals, as relevant to this role. 4. 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** | n/a |
| **Other requirements specific to the post** | * A flexible approach to working hours is required in order to ensure deadlines are met. * This is a leadership role but not in the Operations Directorate and hence, this is not a uniform role in NAS. * Able to attend meetings and conferences across the country. * Access to appropriate transport to fulfil the requirements of the role. |
| **Additional Eligibility Requirements** | **Citizenship Requirements**  Eligible candidates must be:   1. EEA, Swiss, or British citizens   **OR**   1. Non-European Economic Area citizens with permission to reside and work in the State   Read Appendix 2 of the Additional Campaign Information for further information on accepted Stamps for Non-EEA citizen’s resident in the State, including those with refugee status.  To qualify candidates must be eligible by the closing date of the campaign. |
| **Skills, competencies and/or knowledge** | **Professional Knowledge & Experience**   * Knowledge & understanding of ICT Server, Networking and Telecommunications Infrastructure. * Knowledge of ICT Cyber Security standards. * Knowledge of planning for disaster recovery and the resilience needed to maintain business continuity. * Experience of structured change and project management methodologies. * Knowledge and experience of service improvement programme and change management as it relates to this role. * Demonstrate a broad range of knowledge and experience of ICT systems and technologies. * Knowledge of a broad range of radio, mobile, and other telecommunications technologies. * Knowledge and experience of ICT projects e.g., change management, business analysis, process flows, application development, planning and implementation, end user support and liaising with ICT vendors and national groups. * Knowledge and understanding of ICT risk management, incident management, and quality improvement. * Experience of building and maintaining relationships with vendors, resellers and suppliers. * Knowledge and understanding of ICT risk management, incident management, and quality improvement in a healthcare setting. * Experience of providing business and technical support and issue resolution to multidisciplinary teams. * Knowledge and experience of financial management in the public sector, including HSE Financial Regulations. * Demonstrate the ability to work in line with relevant polices and procedures.   **Communications & Interpersonal Skills**   * The ability to work with multi-disciplinary team members and stakeholders to facilitate high performance, developing and achieving clear and realistic objectives. * Effective verbal communication skills, delivering complex information clearly, concisely, and confidently. * Excellent written communication skills including strong report writing and presentation skills. * Excellent communication and interpersonal skills in order to deal effectively with a wide range of stakeholders.   **Planning and Managing Resources**   * Leadership and strong planning and organising skills in delivering a service including, structuring, and organising own workload and that of others effectively to deliver best possible results with resources available. * The ability to take responsibility and be accountable for the delivery of agreed objectives. * The ability to lead the team by example, coaching and supporting individuals as required. * The ability to work on their own initiative and with multidisciplinary team members and other stakeholders to develop and deliver a high-performance service. * The ability to work with the team to facilitate high performance, developing and delivering clear and realistic objectives.   **Evaluating Information, Problem Solving & Decision Making**   * The ability to gather and analyse information from relevant sources, weighing up a range of critical factors to develop solutions and make decisions as appropriate. * Ability to make effective decisions with a well-reasoned rationale and to stand by these. * A capacity to develop new proposals and put forward solutions to address problems. * Judgement and initiative in effectively resolving inquiries.   **Commitment to a Quality Service**   * Evidence of incorporating the needs of the service user into service delivery. * Evidence of practicing and promoting a strong focus on delivering high quality customer service for internal and external customers. * Commitment to developing own knowledge and expertise. * Evidence of setting high standards of performance for self and others, ensuring accurate attention to detail and consistent adherence to procedures and current standards within area of responsibility. |
| **Campaign Specific Selection Process**  **Ranking/Shortlisting / Interview** | A ranking and or shortlisting exercise may be carried out based on 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 being called forward 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 description may be reviewed.  This job description 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. |
| **Salary Scale** | The Salary scale for the post (as at 01/08/25) is: €60,013 - €61,479 - €63,192 - €64,911 - €66,636 - €68,176 - €69,745 - €71,272 - €72,788 **-€75,397 - €78,015 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.  All Mandated Persons under the Children First Act 2015, within the HSE, are appointed as Designated Officers under the Protections for Persons Reporting Child Abuse Act, 1998.  Mandated Persons such as line managers, doctors, nurses, physiotherapists, occupational therapists, speech and language therapists, social workers, social care workers, and emergency technicians have additional responsibilities.  You should check if you are a [Mandated Person](hhttps://www.hse.ie/eng/services/list/2/primarycare/childrenfirst/) 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 Site-Specific Safety Statement (**SSSS)**. |

1. A template SSSS and guidelines are available on the National Health and Safety Function/H&S webpages [↑](#footnote-ref-1)
2. See link on health and safety webpages to latest Incident Management Policy [↑](#footnote-ref-2)