Rannóg AD/CF

Oibríochtaí Gnó

Teicneolaíocht agus Trasfhoirmiú

FSS, Ospidéal Dr. Steevens

Baile Átha Cliath 8, D08 W2A8

HR/ER Department, Business Operations,
Technology and Transformation

Dr. Steevens’ Hospital,

Dublin 8, D08 W2A8



**Grade VIII Mobile Technology Manager**

**Technology & Transformation**

**Job Specification & Terms and Conditions**

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| **Job Title and Grade** | Grade VIII Mobile Technology Manager, Technology & TransformationGrade Code: 0655 |
| **Remuneration**  | The salary scale for the post is (as at 01/03/2025):

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| --- | --- | --- | --- | --- | --- | --- | --- |
| €81,444 | €82,175 | €85,389 | €88,616 | €91,818 | €95,033 | €98,231 |  |
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**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. |
| **Campaign** **Reference** | T&T/19/25  |
| **Closing Date** | Friday 6th June 2025 |
| **Proposed Interview Date (s)** | TBC |
| **Taking up Appointment** | A start date will be indicated at contracting stage. |
| **Organisational Area** | Technology & Transformation |
| **Location of Post** | The office of Technology & Transformation has offices throughout Ireland, and it is expected that the successful candidate will work from one of these locations*.(listed below)*The Chief Technology Officer is open to engagement in respect of flexibility around location subject to reaching agreement on a minimum level of availability to attend meetings in other nationwide locations as appropriate to carry out the functions of the post.* Dr. Steevens’ Hospital, Dublin

*Ospidéal Dr Steevens’, Baile Átha Cliath** HSE Offices Navan Road, Kells Co. Meath, A82 H3C7

*Oifigí an FSS, Bóthar na hUaimhe, Ceanannas, Co na Mí** Feehily’s Business Centre, Duck Street, Sligo

*Ionad Gnó Uí Fhithcheallaigh, Sráid na Lachan, Sligeach** Aras Slainte Chluainin, Manorhamilton, Leitrim

*Aras Slainte Chluainín, Manorhamilton, Leitrim** Áras Sláinte, Wilton Road, Cork

*Áras Sláinte, Bóthar Wilton, Corcaigh** Dublin Road, Lacken, Kilkenny

*Bóthar Bhaile Átha Cliath, Cill Chainnigh** Merlin Park Hospital, Galway

*Ospidéal Pháirc Mheirlinne, Gaillimh** 98 Henry Street, Limerick

*98 Sráid Anraí, Luimneach** Scott Building Midlands Regional Hospital, Arden Road, Tullamore, Offaly

*Ospidéal Réigiúnach Lár na Tíre, Tulach Mhor, Uíbh Fhailí** Southgate Shopping Centre, Colpe Cross, Drogheda, Meath

*Ionad Siopadoireachta Southgate, Crois Cholpa, Droichead Átha, Co. na Mí** University Hospital Kerry, Tralee, Kerry

*Ospidéal Ollscoile Ciarraí, Trá Lí, Ciarraí** Hale Street, Ardee, Louth

*Shráid Héil, Bhaile Átha Fhirdhia, Có Lú*There is currently one permanent and whole-time vacancy available.A panel may be created for the post from which permanent and specified-purpose vacancies of full or part time duration may be filled. |
| **Informal Enquiries** | **Campaign Lead: Erica Byrne****Contact details:** **recruitment.TechnologyAndTransformation@hse.ie** |
| **Details of Service** | Technology & Transformation is the HSE office responsible for the delivery of technology to support the delivery of IT enabled healthcare across Ireland. Technology & Transformation embraces all voice, video and data communications technologies and provides one central management point for all purchases of hardware, software, telecommunications, cloud-based solutions, ICT developments and advisory services. Technology & Transformation is charged with implementing the Digital Health Framework for Ireland 2024-2030 Strategy, which focuses on empowering patients, enhancing workforce capabilities, enabling connected care, driving data-driven services, fostering innovation within the digital health ecosystem, and establishing secure foundations. This ensures that technology supports healthcare efficiently and effectively throughout the entire system. The core aim of the Technology & Transformation Ireland strategy is to improve population wellbeing, enhance health service efficiencies, and create economic opportunities through technology-enabled healthcare provision.For more details, access the Digital Health Framework for Ireland 2024-2030 Strategy [here](https://www.gov.ie/en/publication/0d21e-digital-for-care-a-digital-health-framework-for-ireland-2024-2030/) (<https://www.gov.ie/en/publication/0d21e-digital-for-care-a-digital-health-framework-for-ireland-2024-2030/>) |
| **Reporting Relationship(s)** | The post holder will report to the Head of Business Enterprise Solutions **(BES)**, Chief Technology Officer, and Technology & Transformation. |
| **Purpose of Post** | The Mobile Technology Manager will play a crucial role in driving the strategic direction of the HSE mobile technology division, leading a team of talented professionals and ensuring the successful delivery of mobile services focusing on the strategic areas of user-centric design, identity, network, application development, device management, and security controls.  |
| **Principal Duties and Responsibilities** | **Principal Duties & Responsibilities include:*** Establish with the Head of BES, agreed objectives for the performance of the functions for which he/she is responsible primarily with respect to cellular mobile operations
* Develop and execute a comprehensive mobile technology strategy, spanning user-centric design, identity, network, application, devices and security controls, that is aligned with the HSE’s Digital for Care Strategy.
* Lead, inspire, and mentor a team of mobile technology professionals, fostering a collaborative and innovative work environment
* Collaborate with cross-functional teams to define and prioritise mobile development projects and initiatives
* Stay updated with industry trends and emerging technologies, ensuring HSE remains at the forefront of mobile innovation
* Ensure that all strategic programmes and projects are resourced in line with the Technology & Transformation projects prioritisation model
* Lead procurement of solutions to deliver services for which he/she is responsible
* Contract Management: Manage the ICT services provided by mobile partners to the HSE, to ensure that contracted service levels are achieved
* Financial Management of relevant budgets, ensuring compliance with HSE National Financial Regulations (NFR)
* Critical Incident Management (CIM): Manage the Technology Office issues in the raising and resolving of incidents that fall under this process
* To work closely with CSIRT (Cyber Security Incident Response Team) to resolve incidents and alerts
* Provide information on outcomes and performance indicators
* Responsibility for the management of the 3rd level support escalation path from the Helpdesk to ensure issues are addressed in timely manner
* Implement robust, secure telecommunications to ensure the confidentiality, integrity and security of HSE data across the organisation.
* Working closely with other Technology & Transformation areas, to ensure telecommunication mobile operations are secure by design and aligned with IT security strategy, policy and standards
* Research and maintain current knowledge of national and international trends in mobile Infrastructure (physical and services) and project areas for which the person has responsibility and have practical experience in support of this area
* Enable clinical innovation through the implementation of an efficient, effective mobile telecommunications operating environment
* Develop strong business relationships with key service leads in the area for which the person has responsibility
* To act as spokesperson for the Technology Office/ Business Enterprise Solutions Office, as required
* Demonstrate pro-active commitment to all communications with internal and external stakeholders
* Design and document telecommunications mobile operations standards for internal and external use

**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 him/her from time to time and to contribute to the development of the post while in office.**  |
| **Eligibility Criteria****Qualifications and/ or experience** | **Applicants must, at the latest date of application, clearly demonstrate, all of the criteria listed below as relevant to the role:*** Significant operational experience working at a senior level in an ICT environment, as relevant to this role, including experience of defining mobile architecture
* Significant experience in procurement, budget planning, financial management and resource management processes
* Significant experience in implementing and managing complex change including a strong delivery record in ICT enabled change projects with specific mobile telecommunications experience
* Significant experience in managing relations internal and external with senior stakeholders and contractors, as relevant to the role and to ensure maximum project impact

Have the requisite knowledge and ability (including a high standard of suitability and management ability) for the proper discharge of the duties 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.**Age**Age restrictions shall only apply to a candidate where he/she is not classified as a new entrant (within the meaning of the Public Service Superannuation Act, 2004). A candidate who is not classified as a new entrant must be under 65 years of age on the first day of the month in which the latest date for receiving completed application forms for the office occurs. |
| **Other requirements specific to the post** | * Need to have full Driving Licence with own transport to fulfil the requirements of the role as this post will involve travel.
* Flexibility, as some out of hours working may be required (the post holder may be required to travel within Ireland at short notice and respond to tight deadlines.)
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| **Skills, competencies and/or knowledge** | **Professional Knowledge & Experience*****Demonstrate:*** * Excellent knowledge and understanding of cellular mobile technologies across the following pillars:
	+ Mobile User-Centric Approach: Expertise in designing and implementing solutions that prioritize user needs, ensuring healthcare professionals have access to the right devices, applications, and support to enhance productivity and patient care
	+ Mobile Identity: Expertise in Single Sign-On (SSO), Multi-Factor Authentication (MFA), access controls, and Active Directory (AD) integration to ensure secure and seamless user access.
	+ Mobile Applications: Proficiency in developing and managing mobile applications that meet the specific needs of healthcare professionals, ensuring they are user-friendly, secure, and integrated with existing systems to facilitate efficient workflows.
	+ Mobile Networks: Proficiency in APN technologies, Private LTE, and eSIM solutions to facilitate reliable and secure connectivity for healthcare professionals.
	+ Mobile Device Management: In-depth knowledge of enrolment architecture, Unified Endpoint Management (UEM), Mobile Device Management (MDM) platforms, device lifecycle management, and Bring Your Own Device (BYOD) policies to optimize device usage and security.
	+ Mobile Patch Management Solutions: Familiarity with strategies and tools for effective patch management to maintain device security and compliance.
	+ Mobile Endpoint Security Solutions: Comprehensive understanding of Data Loss Prevention (DLP), security policies, threat defence mechanisms, and encryption techniques to protect sensitive healthcare data on mobile devices.
* Knowledge of the Health Service, including HSE reform and Sláintecare, and an understanding of the Digital Health Framework for Ireland 2024-2030, which sets out a clear ambition for the future of digital health in Ireland, are essential. Key components of this framework include:
	+ Patient as an Empowered Partner: Enhancing patient access to health information and care options.
	+ Workforce and Workplace: Providing a digitally skilled workforce with the necessary tools.
	+ Digitally Enabled and Connected Care: Ensuring coordinated health data flow across systems.
	+ Data-Driven Services: Utilizing analytics for service demand evaluation and resource management.
	+ Digital Health Ecosystem and Innovation: Unlocking innovative solutions for improved patient and workforce experiences.
	+ Secure Foundations and Digital Enablers: Establishing governance and a secure infrastructure.
* Significant knowledge and understanding of typical service management methodologies and approach.
* Significant knowledge and understanding of procurement including managing procurement at a national Office of Government Procurement (OGP) and European level, Official Journal of the European (OJEU).
* Significant knowledge of Operational Management incorporating Resource, Financial, Planning and Vendor Management and in particular, public services experience being an advantage
* Excellent ICT technical project report-writing skills
* Ensure own knowledge of Mobile Technology is underpinned by both theoretical knowledge acquired through appropriate training and research, such as specialist vendor training and practical experience. Desirable certifications for this role include but not limited to:
	+ Certified Information Systems Security Professional (CISSP)
	+ Project Management Professional (PMP)
	+ Certified Mobile Device Security Analyst (CMDSA)
	+ Certified Mobile App Developer (CMAD)
	+ Mobile Device Management (MDM) Certification (e.g., from VMware, Microsoft, or IBM)
	+ Certified Information Security Manager (CISM)
	+ CompTIA Security+
	+ Cisco Certified Network Associate (CCNA) or Cisco Certified Network Professional (CCNP)
	+ ITIL Foundation Certification (for service management best practices)

These certifications will enhance the candidate's ability to effectively manage and secure mobile technologies within the HSE framework.**Communications & Interpersonal Skills*****Demonstrate:**** Excellent ability to present information concisely and confidently when speaking and writing, tailored to specific audience groups
* Excellent ability to build relationships with colleagues, partners and a wide range of internal and external stakeholders
* Excellent ability to lead others in fostering good communication and collaboration practices in the work environment

**Team and Leadership Skills*****Demonstrate:**** Demonstrates evidence of strategic management skills (defining strategy, service planning, implementation and managing own work and that of others and delegating within resource capacity)
* Significant experience in managing and leading a team in changing work practices in a challenging environment
* Significant experience of leading and managing a team effectively with a ‘can do’ attitude, leading by example, coaching and supporting individuals as required
* Significant evidence of strategic management skills including service planning, managing own work and that of others, delegating appropriately within the resources available
* Significant experience of working as part of a team with a mixed programme of work and moving with ease between concurrent projects
* Significant experience in the ability to work with multi-disciplinary team members and stakeholders to facilitate high performance, developing and achieving clear and realistic objectives
* Have a demonstrated ability to address performance issues as they arise
* Flexibility and willingness to adapt, positively contributing to the implementation of change

**Commitment to Providing a Quality Service*****Demonstrate:**** Significant experience in the design and lead out of service delivery initiatives
* Significant evidence of proactively identifying areas for improvement and the development of practical solutions for their implementation
* Significant evidence of practicing and promoting a strong focus on delivering high quality customer service for internal and external stakeholders
* Commitment to developing own knowledge and expertise and that of your team and to using this knowledge to enhance the work environment
* Significant evidence of setting high standards of performance for self and others, ensuring accurate attention to detail and consistent
* A commitment to continuing professional development
* A commitment to adherence to procedures and current standards within area of responsibility

**Planning and Organising Skills*****Demonstrate:**** Evidence of proactively identifying areas for improvement and the development of practical solutions for their implementation, and an ability to implement and manage change and business processes
* Significant experience in strong planning and organising skills including awareness of resource management and the importance of value for money
* The ability to use resources effectively, challenging processes to improve efficiencies where appropriate
* The ability to take ownership and accountability for the management of projects and resources and to take responsibility for the delivery of agreed objectives
* Significant experience in ability to manage deadlines and effectively handle multiple tasks within a busy environment
* The ability to use computer technology effectively for the management and delivery of results
* The ability to embrace change and adapt local work practices accordingly by finding practical ways to make policies work, ensuring the team knows how to action changes
* Significant experience in ability to implement and manage change and business processes
* Significant experience in the ability to successfully manage a range of different projects and work activities concurrently, utilising computer technology to deliver results and assigning work to others as appropriate under strict deadlines
* A logical and pragmatic approach to workload, delivering the best possible results with the resources available

**Evaluating Information, Problem Solving & Decision Making*****Demonstrate:**** Significant effective problem-solving capacity in complex work environments
* The ability to quickly grasp and understand complex issues and the impact on service delivery
* Significant experience in 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
* The ability to make sound decisions with a well-reasoned rationale and to stand by these decisions
* Significant experience in the ability to develop new proposals and put forward solutions to address problems in a timely manner
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| **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 considering 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. |
| **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 Code of Practice sets out how the core principles of probity, merit, equity and fairness might be applied on a principle basis. The Code also specifies the responsibilities placed on candidates, facilities for feedback to applicants on matters relating to their application when requested, and outlines procedures in relation to requests for a review of the recruitment and selection process and review in relation to allegations of a breach of the Code of Practice. Additional information on the HSE’s review process is available in the document posted with each vacancy entitled “Code of Practice, Information for Candidates”.Codes of practice are published by the CPSA and are available on [www.hse.ie/eng/staff/jobs](http://www.hse.ie/eng/staff/jobs) in the document posted with each vacancy entitled “Code of Practice, Information for Candidates” or on [www.cpsa.ie](http://www.cpsa.ie). |
| 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. |



**Grade VIII Mobile Technology Manager**

**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. |
| **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.The standard working week applying to the post is 35 hours. |
| **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.For further information, guidance and resources please visit: [HSE Children First webpage](https://www.hse.ie/eng/services/list/2/primarycare/childrenfirst/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-2), 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-3).
* 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.  |
| **Ethics in Public Office 1995 and 2001*****Please refer to the latest*** [***HSE Pay scales***](https://healthservice.hse.ie/staff/pay/pay-scales/) ***website for the most recent and correct salary information.***  | Positions remunerated at or above the minimum point of the Grade VIII salary scale are designated positions under Section 18 of the Ethics in Public Office Act 1995. Any person appointed to a designated position must comply with the requirements of the Ethics in Public Office Acts 1995 and 2001 as outlined below:A) In accordance with Section 18 of the Ethics in Public Office Act 1995, a person holding such a post is required to prepare and furnish an annual statement of any interests which could materially influence the performance of the official functions of the post. This annual statement of interest should be submitted to the Chief Executive Officer not later than 31st January in the following year.B) In addition to the annual statement, a person holding such a post is required, whenever they are performing a function as an employee of the HSE and have actual knowledge, or a connected person, has a material interest in a matter to which the function relates, provide at the time a statement of the facts of that interest. A person holding such a post should provide such statement to the Chief Executive Officer. The function in question cannot be performed unless there are compelling reasons to do so and, if this is the case, those compelling reasons must be stated in writing and must be provided to the Chief Executive Officer. C) A person holding such a post is required under the Ethics in Public Office Acts 1995 and 2001 to act in accordance with any guidelines or advice published or given by the Standards in Public Office Commission. Guidelines for public servants on compliance with the provisions of the Ethics in Public Office Acts 1995 and 2001 are available on the Standards Commission’s website <https://www.sipo.ie/>. |

1. A template SSSS and guidelines are available on [writing your site or service safety statement](https://www2.healthservice.hse.ie/organisation/national-pppgs/writing-your-site-or-service-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-2)
2. [↑](#footnote-ref-3)