

HR/ER Department, Business Operations,
Technology and Transformation

HSE, Dr. Steeven’s Hospital,

Dublin 8, D08 W2A8

Rannóg AD/CF

Oibríochtaí Gnó

Teicneolaíocht agus Trasfhoirmiú

FSS, Ospidéal Dr. Steevens

Baile Átha Cliath 8, D08 W2A8

**Grade VII ICT Service and Support Manager**

**Technology & Transformation**

**Job Specification & Terms and Conditions**

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| **Job Title and Grade** | Grade VII ICT Service and Support ManagerGrade Code 0582 |
| **Remuneration**  | The Salary scale for the post is: **Grade VII**€59,419 €60,870 €62,566 €64,268 €65,976 €67,501 €69,054 €70,566 €72,067 €74,650 €77,243LSIs **(01.03.2025)****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 |
| **Closing Date** | **12 Noon Wednesday 25th June, 2025** |
| **Proposed Interview Date (s)** | **TBC** |
| **Taking up Appointment** | A start date will be indicated at job offer stage. |
| **Organisational Area** | Technology & Transformation |
| **Location of Post** | The National Service Desk Manager in Service Operations is open to engagement in relation to this post based in Cork.* Áras Sláinte, Wilton Road, Cork

*Áras Sláinte, Bóthar Wilton, Corcaigh*A panel may be formed as a result of this campaign for Grade VII ICT Service and Support Managers from which current and future permanent and specified purpose vacancies of full or part time duration may be filled. |
| **Informal Enquiries** | Campaign Lead: Emily IgoeEmail: recruitment.technologyandtransformation@hse.ie |
| **Details of Service** | Technology & Transformation is the HSE office responsible for the delivery of technology to support 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, ICT developments and advisory services. Technology & Transformation is also responsible for implementing the Digital for Care Framework, ensuring that technology supports healthcare efficiently and effectively throughout the whole system. The core of Digital for Care is to bring improved population wellbeing, health service efficiencies and economic opportunity through the use of technology enabled healthcare provision.[Digital for Care 2030](https://www.ehealthireland.ie/technology-and-transformation-functions/digital-for-care-2030/digital-for-care-2030-overview/) is the Framework under which all digital health solutions for the HSE are co-ordinated, streamlined and implemented.  It provides a strategic and innovative plan to advance key Sláintecare programmes and deliver integrated care that is fully aligned with the Health Regions structure. These programmes are critical in setting the future policy direction under Digital for Care, for considering opportunities offered by current and emerging technologies, and are fundamental in the delivery of digital health transformation in Ireland. |
| **Reporting Relationship** | Primary reporting relationships for all posts will be the NSD Manager. |
| **Purpose of the Post**  | The purpose of the posts will be to lead and manage resources in various NSD service areas. Post holders will be expected to operate and work collaboratively in a management team environment. A number of posts exist in a number of areas of NSD operations: Level 1 operations, off-site operations, account management and specialist teams based in various locations within the HSE. A number of posts exist in NSD operations and post holders will have to manage specific functional areas. They will be supported by existing teams as well as the NSD Manager and the SO Management Team.The post holder will also be required to facilitate transformations of the services using the ITIL framework. Specific training will be available to Post Holders to assist them in the execution of their responsibilities especially in the areas of Service Operations and ITIL. |
| **Principal Duties and Responsibilities** | * Operating a wide range of ITIL-based ICT Service processes, including participation and contribution to the incident, request and problem management processes.
* Review and monitor ticket logging and activity on the National Service Desk ticketing system.
* Progress the implementation of the ITIL framework in the functioning of NSD.
* Provide direction in complex problem-solving situations and participate in direct interaction with technical resources and escalation, when required.
* Comply with HSE ICT and security policies and practices.
* Provide information to different stakeholders and users using various communication methods for successful delivery.
* Assist in the process of determining and specifying requirements for solutions and for required management and operational reports.
* Work closely with stakeholders in order to provide successful service delivery and to ensure that ICT services are delivered in a cohesive and planned manner.
* Provide direction in complex problem-solving situations and participate in direct interaction with technical resources when required.
* Provide technical expertise and knowledge for ticket resolution and contribute to knowledge creation and maintenance, as appropriate.
* Investigate and research technology options and solutions to automate and improve service delivery and turnaround.
* Contribute and develop the environment for continuous improvement, focusing on quality and process improvement.
* Work with stakeholders across teams and departments to deliver solutions.
* Work closely with stakeholders in order to provide successful service delivery and to ensure that ICT services are delivered in a cohesive and planned manner.
* Lead and/or participate in projects.
* Support the NSD manager in the operations and strategic plans for the function.
* Regularly review and analyse service levels, identify issues and make recommendations for increased functional efficiency and effectiveness.
* Contribute to a positive user support experience and build strong relationships with end-users.
* Demonstrate pro-active commitment to all communications with internal and external stakeholders.

**Human Resources / Supervision of Staff*** Manage staff, functions and the service within the department.
* Participate in resource management meetings to identify and escalate resource requirements across the department.
* Provide co-ordination and support for team leads and staff during high volume incidents.
* Provide supportive and effective leadership management to ensure positive, productive and healthy work atmosphere and environment.
* Promote co-operative and collaborative working environment conducive to maximum team morale, productivity and efficiency/effectiveness.
* Facilitate and participate in team meetings to ensure resources are operationally effective as a group to meet services SLA, OLA and KPI targets.
* Carry out functions / duties as assigned by senior management including administrative and organisational tasks in support of the team.
* Create and maintain a positive working environment among staff members, which contributes to maintaining and enhancing effective working relationships.
* Co‐ordinate, monitor and review the work of the support staff.
* Conduct staff meetings to keep staff informed.
* Identify and agree training and development needs of the team and design a plan to meet needs.
* Monitor performance, escalate underperformance in a timely and constructive manner and carry out performance achievement meetings.
* Monitor and manage escalations and ensure delivery of service.

**Change Management*** Promote and participate in the implementation of change.
* Identifying opportunities for service improvement and drive change(s) to implement efficiencies.
* Support and ensure management and teams are supported through change process to ensure positive outcomes.

**Standards, regulations, policies, procedures and legislation*** Contribute to the development of National Service Desk policies, procedures and processes.
* Effectively discharge the day to day service operations, standards and policies.
* Effectively discharge the day to day operations, including compliance with HSE financial regulations and all HSE policies and procedures.
* Ensure accurate attention to detail and consistent adherence to procedures and national policies and procedures.
* Maintain own knowledge of relevant policies, procedures, guidelines and practices to perform the role effectively and to ensure standards are met.
* Maintain own knowledge of relevant regulations and legislation e.g. HSE Financial regulations, Health and Safety legislation, Employment legislation, FOI Acts etc.
* Pursue continuous professional development in order to develop management expertise and professional knowledge.
* 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 Description 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** | ***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[[here](http://health.gov.ie/about-us/agencies-health-bodies/).](http://health.gov.ie/about-us/agencies-health-bodies/) [247584\_c223c6e7-2d32-4ace-923d-4b263ec7df07.xlsx](https://assets.gov.ie/247584/c223c6e7-2d32-4ace-923d-4b263ec7df07.xlsx) **Eligibility Criteria – Qualifications and/or experience** 1. **Professional Qualifications, Experience, etc.:**

(a) Eligible applicants will be those who on the closing date for the competition: 1. 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**1. 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**1. Have completed a relevant examination at a comparable standard in any equivalent examination in another jurisdiction.

**Or**1. 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.* 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.**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 68 years of age on the first day of the month in which the latest date for receiving completed application forms for the office occurs |
| **Post specific requirement**  | **Applicants must, at the latest date of application, clearly demonstrate, all of the criteria listed below as relevant to the role:*** Experience of managing, structuring and organising teams effectively within a complex helpdesk/service desk environment.
* Experience of working with multi-disciplinary teams and stakeholders in complex environments.
* Experience of developing and re-engineering processes.
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| **Other requirements specific to the post** | * Flexibility in working hours to meet the needs of the service.
* Access to appropriate travel to fulfil the requirements of the role.
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| **Skills, competencies and/or knowledge** | **Professional Knowledge & Experience*****Demonstrate:**** Knowledge and/or experience of ITIL ITSM processes (i.e. Incident Management, Problem Management, Knowledge Management and Request Fulfilment) or other internationally recognised practices
* Experience of resource management in a complex ICT environment that is itself, undergoing significant transition and transformation.
* Knowledge and experience of developing and implementing new ICT services.
* Knowledge and experience in providing technical solutions and processes.
* Knowledge and experience of developing and implementing new ICT services.
* Knowledge and experience of project management.
* Knowledge and experience of ICT support services
* Experience of process development and implementation.
* Experience of working collaboratively with stakeholders to publish and maintain knowledge for service operations support staff and other departments.
* Knowledge and experience of supporting end users in complex and multidisciplinary environments.
* Knowledge and understanding of the health service and the issues in implementing ICT enabled change.
* Knowledge and experience of dealing with vendors and / or third parties in both a technical and business sense.
* Knowledge and understanding of the Knowledge and Information plan for eHealth.
* An awareness of the HSE’s Digital Health Strategic Implementation Roadmap, Digital for Care 2030 and of Sláintecare

**Communications & Interpersonal Skills*****Demonstrate:**** 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 & Organising and Delivery of Results*****Demonstrate:**** The ability to successfully manage a range of different projects and work activities concurrently, utilising computer technology effectively and assigning work to others as appropriate to meet strict deadlines.
* The ability to proactively identify areas for improvement and to develop practical solutions for their implementation.
* 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.
* The ability to use resources effectively, challenging processes to improve efficiencies where appropriate.

**Evaluating Information, Problem Solving & Decision Making*****Demonstrate:**** Excellent analytical, problem solving and decision-making skills.
* The ability to quickly grasp and understand complex issues and the impact on service delivery.
* The ability to confidently explain the rationale behind decision when faced with opposition.
* Ability to make sound decisions with a well-reasoned rationale and to stand by these.
* Initiative in the resolution of complex issues.

**Building and Maintaining Relationships including Teamwork & Leadership Skills*****Demonstrate:**** The ability to build and maintain relationships with colleagues and other stakeholders and to achieve results through collaborative working.
* The ability to work both independently and collaboratively within a dynamic team and multi stakeholder environment.
* The ability to lead the team by example, coaching and supporting individuals as required.
* Flexibility, adaptability and openness to working effectively in a changing environment.

**Commitment to a Quality Service*****Demonstrate:**** 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.
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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 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 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 VII ICT Service and Support Manager**

**Terms and Conditions of Employment**

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| **Tenure**  | The current vacancies available are 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 recruited between 1 April 2004 and 31 December 2012 (new entrants) have no compulsory retirement age.Public servants recruited since 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 the National Health and Safety Function/H&S web-pages [↑](#footnote-ref-1)
2. See link on health and safety web-pages to latest Incident Management Policy [↑](#footnote-ref-2)