



Information Booklet

Open competition for appointment to the position of
IT Manager, (Higher Executive Officer – H), Permanent Position

Closing Date: Monday 9th March 2020

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Title of Position: IT Manager, Senior Executive Officer (H), permanent

Authority: Higher Education Authority

Location: 3 Shelbourne Buildings, Shelbourne Road, Dublin 4

About the Higher Education Authority

The mission of the Higher Education Authority (HEA) is to create a higher education system that maximises opportunities and ensures a high quality experience for students. The HEA is the statutory funding body for the universities, institutes of technology and a number of designated higher education institutions and advises the Minister for Education and Skills on the development of Irish higher education.

Arising from the National Strategy for Higher Education, the HEA is now playing a key role in leading the higher education system in the achievement of higher levels of performance. The HEA advises the Minister for Education and Skills on the objectives to be set for the higher education system and performance indicators to be applied. It is the HEA's responsibility to ensure that institutional objectives are aligned with national objectives, that appropriate metrics are in place to measure performance and that funding allocations reflect performance. We are the lead agency in the creation of a co-ordinated system of higher education institutions with clear and diverse roles appropriate to their strengths and national needs.

The HEA performs an advocacy role for higher education to students, Government, employers and the general public and we input into the national policy agenda through the provision of high quality, research and evidence based policy advice to the Department of Education and Skills and other agencies and Departments who have significant interaction with the higher education system.

The HEA's IT Unit also provides services to the Irish Research Council.

About the Irish Research Council (IRC)

The Irish Research Council is an associated agency of the Department of Education and Skills under the aegis of the Higher Education Authority (HEA). The Council's mission is to create and to sustain excellence within and balance across the Irish research ecosystem. The Council supports exceptional researchers in developing their research ideas throughout all career stages, ensuring that their potential is fully realised so that Ireland can reap the full benefit of those ideas and innovations. The Council fosters and invests in a range of partnerships, both nationally and internationally, to enable the development and transfer of knowledge that underpins social, economic and cultural progress, and to connect researchers and expertise with the wider community. In delivering on its mission, the Council also partners on a number of initiatives with enterprise, employers, government departments and civic society.

Further information on the HEA and IRC are available on our websites www.hea.ie and www.research.ie

Context for the role

The HEA currently has an establishment of two posts in its IT Section, 1 HEO (H) and 1 EO (H). In addition the HEA has 1 Senior Database Manager who operates separately from the IT Unit within the HEA Statistics section managing a number of databases. The HEA is planning to invest in a number of new systems during 2020 including a new finance system (Q2 2020) and a customer relationship management system (Q3 2020). The HEA also plans to undertake a business process re-engineering exercise (Q2 2020). The IT Manager will also contribute to the finalisation of the HEA's IT Strategy. This will entail a review of the existing organisational structure, current IT and manual systems, processes, and workflow processes. The HEA's IT Unit will play a significant role in these developments.

Overview of post

The post-holder will be:

- **Enthusiastic** about working with a small, dynamic team contributing to the development of IT systems throughout the organisation.
- **Eager** to work with colleagues in the HEA and IRC on IT issues they are facing.
- **Keeping an eye** on developments in IT that might enhance the provision of IT systems in the organisation

What you can expect:

- Opportunities to participate in groups and projects outside your formal IT duties
- Support for further professional development
- A flexible working environment

Job Description IT Manager – Higher Executive Officer (H), Permanent – subject to a probationary period

1. This is a key technical position in a dynamic organisation which plays a pivotal role in the higher education sector in Ireland.
2. As noted above the postholder will in particular be centrally involved in implementation of the HEA's new IT Strategy and implementation of a number of new systems in the HEA including;
 - New Finance Management System
 - New CRM System
3. The successful candidate will have significant experience in infrastructure delivery, ICT service delivery, procurement and fault resolution.
4. The successful candidate will have a working knowledge of both bespoke and commercially available products deployed across various technology platforms.
5. The individual needs to be highly customer focused, with good vendor management abilities and committed to delivering change and achieving results.
6. This highly operational role involves the end-to-end management of the HEA's cloud based Server Infrastructure, design through to implementation and ongoing support and maintenance in line with current best practices.

7. The role has responsibility for ensuring that all elements of the HEA's enterprise suite of tools are deployed and supported in accordance with best practice and updated/replaced as the industry evolves.
8. This role has a high emphasis on best practice relating to information security including deployment of appropriate threat detection tools and ensuring that the HEA's data resources are protected at all times including appropriate data backup and restoration techniques.
9. The role will have responsibility for the delivery of services through HEA's infrastructure estate such as the Local Area Network, routing, firewall, telephony and teleconferencing services and desktop computing services.
10. The successful candidate should maintain a watching brief on industry trends and will have the opportunity to shape and evolve existing services as new technologies emerge.
11. End user support and making recommendations relating to training.
12. Management of staff – currently 1 IT Support Executive Officer
13. While the IT Manager will not have day to day involvement with the management of the HEA's statistical databases (responsibility of the Senior Database Manager), they will work closely with the Senior Database Manager on relevant matters particularly relating to information security.

Requirements:

1. A qualification at minimum level 7 in the National Framework of Qualifications, a qualification in computer science or equivalent would be desirable but is not essential having regard to on the job experience.
2. A minimum of five years' work in an IT role with experience
3. Understanding of IT procurement requirements and experience in managing IT consultants
4. Strong knowledge of Networking\Routers
5. Strong experience in all aspects relating to IT security including – firewall, anti-virus technology and data back-up and restoration
6. Experience in end-user support
7. Some knowledge of GDPR would be an advantage
8. Experience in maintaining websites desirable
9. Experience in managing databases including a CRM system.
10. Experience in skype for business and cloud-based telephone systems desirable
11. Experience in running cloud-based infrastructure which includes Microsoft Azure and Sharepoint
12. Experience in managing databases including Microsoft SQL server and Oracle
13. Experience in Managing local area networks
14. Experience in supporting Microsoft Servers, Unit Servers and VMWare

Reporting to: Head of Corporate Affairs

Principal Conditions of Service

Part 1 (Conditions which particularly apply to this position)

1. **Pay:** The salary scale for this position is as follows:

PPC - €51,722 €53,147 €54,577 €56,003 €57,429 €59,489 €60,838 €62,192 (LSI 1)
€63,547 (LSI 2)

PPC (Personal Pension Contribution) Scale (for officers who are existing civil or public servants appointed on or after 6 April 1995 or who are new entrants to the civil or public service and who are making a compulsory personal pension contribution).

Different pay and conditions may apply if, prior to appointment, the appointee is an existing civil or public servant appointed prior to 6th April 1995.

Increments may be awarded subject to satisfactory service and to changes in the terms and conditions relating to salary increments in the Civil/Public Service generally.

The rate of remuneration may be adjusted from time to time in line with Government pay policy.

Salary: The appointment will be made on the salary scale at a point in line with current Government Pay Policy. New entrants to the Civil or Public Sector, as defined in Circular 18/2010, will commence on the first point of the salary scale. Different pay and conditions may apply if, immediately prior to appointment, the appointee is a serving civil or public servant.

2. **Annual Leave:** Annual Leave will be 29 working days, rising to 30 working days after 5 years. This leave is exclusive of public holidays.
3. **Hours of Attendance:** Working hours will be in accordance with the standard arrangements for HEA and will equate to no less than a 37 hours (net of rest breaks) per week.

No additional payment will be made for extra attendance as the rate of remuneration payable covers any exceptional extra attendance liability that may arise from time to time.

4. **Location:** This position is currently based at 3 Shelbourne Buildings, Shelbourne Road, Dublin 4. **The successful candidate will be required to work on-site in the HEA offices in Ballsbridge during office hours Monday – Friday. Off-site working is not available.**

Part II (Other conditions which apply generally to appointees to this position)

1. **Tenure:** The appointment is a permanent post subject to a probationary period that will be no greater than 11 months.
2. **Duties:** The appointee will be expected to perform all acts, duties and obligations as appropriate to this position (which may be revised from time to time).
3. **Outside Employment:** The position is whole-time and the appointee must avoid involvement in outside employment/business interests in conflict or in potential conflict with the business of HEA. Clarification must be sought from management where any doubt arises.
4. **Sick Leave:** Sick leave with full pay may be allowed at the discretion of the Higher Education Authority in accordance with established procedures and conditions for the public service generally.
5. **Retirement and Superannuation:** The appointee will be offered public service pension terms and retirement age conditions in accordance with pension arrangements in the HEA depending on the status of the successful appointee:
 - a) In general, an individual who has no prior pensionable Public Service history in the 26 weeks prior to appointment will be a member of the Single Public Service Pension Scheme (Single Scheme) which commenced from 1 January 2013 (Section 10 of the Public Service Pensions (Single Scheme and Other Provisions) Act 2012 refers);

- b) An individual who is on secondment will remain a member of the parent organisation's pension scheme and the pensionable remuneration will be based on his/her substantive grade i.e. the grade at which the individual is employed in his/her parent organisation;
- c) An individual who was a member of a "pre-existing public service pension scheme" as construed by the Public Service Pensions (Single Scheme and Other Provisions) Act 2012 and who does not qualify for membership of the Single Scheme will be a member of the HEA's Staff Superannuation Scheme and Associated Spouses and Children's Scheme;
- d) At the time of being offered an appointment, the HEA in consultation with the Department of Education & Skills and the Department of Public Expenditure and Reform if necessary, will, in the light of the appointee's previous Public Service (and/or other) employment history, determine the appropriate pension terms and conditions to apply for the duration of the appointment. Appointees will be required to disclose their full public service history. Details of the appropriate superannuation provisions will be provided upon determination of appointee's status;
- e) Retirement age shall be subject to relevant superannuation scheme provision and the statutory provisions set out in the Public Service Pensions (Single Scheme and Other Provisions) Act 2012 and the Public Service Superannuation (Age of Retirement) Act 2018;
- f) The following points should be noted:
 - **Pension Accrual:** A 40-year limit on total service that can be counted towards pension where a person has been a member of more than one existing public service pension scheme will apply. This 40-year limit, which is provided for in the Public Service Pensions (Single Scheme and other Provisions) Act 2012 came into effect on 28 July 2012. This may have implications for any appointee who has acquired pension rights in a previous public service employment.
 - **Pension Abatement:** The Public Service Pensions (Single Scheme and Other Provisions) Act 2012 extended pension abatement so that a retiree's public service pension is liable to abatement on re-entering public service employment, even where the new employment is in a different area of the public service. However, if the appointee was previously employed in the Civil Service and awarded a pension under voluntary early retirement arrangements (other than the Incentivised Scheme of Early Retirement (ISER) or the Health Service Executive VER/VRS which, as outlined below, render a person ineligible for the competition) the entitlement to payment of that pension will cease with effect from the date of reappointment. Special arrangements will, however, be made for the reckoning of previous service given by the appointee for the purpose of any future superannuation award for which the appointee may be eligible.
 - **Department of Education and Skills Early Retirement Scheme for Teachers Circular 102/2007:** The Department of Education and Skills introduced an Early Retirement Scheme for Teachers. It is a condition of the Early Retirement Scheme that with the exception of the situations set out in paragraphs 10.2 and 10.3 of the relevant circular, and with those exceptions only, if a teacher accepts early retirement under Strands 1, 2 or 3 of this scheme and is subsequently employed in any capacity in any area of the public sector, payment of pension to that person under the scheme will immediately cease. Pension payments will, however, be resumed on the cessation of such employment or on the person's 60th birthday, whichever is the later, but on resumption, the pension will be based on the person's actual reckonable service as a teacher (i.e. the added years previously granted will not be taken into account in the calculation of the pension payment).

- **III-Health Retirement:** Please note that where an individual has retired from a Civil/Public Service body on the grounds of ill-health his/her pension from that employment may be subject to review in accordance with the rules of ill-health retirement within the pension scheme of that employment.
- 6. Pension Related Deduction:** This appointment is subject to the pension-related deduction in accordance with the Financial Emergency Measures in the Public Interest Act 2009. For further information in relation to public service superannuation issues please see the following website: <http://per.gov.ie/pensions>
- 7. Eligibility to compete:** Candidates should note that eligibility to compete is open to citizens of the European Economic Area (EEA). The EEA consists of the Member States of the European Union along with Iceland, Liechtenstein and Norway.
- 8. Incentivised Scheme for Early Retirement (ISER):** It is a condition of the Incentivised Scheme for Early Retirement (ISER) as set out in Department of Finance Circular 12/09 that retirees, under that Scheme, are debarred from applying for another position in the same employment or the same sector. Therefore, such retirees may not apply for this position.
- 9. Department of Health and Children Circular (7/2010):** The Department of Health Circular 7/2010 dated 1 November 2010 introduced a Targeted Voluntary Early Retirement (VER) Scheme and Voluntary Redundancy Schemes (VRS). It is a condition of the VER scheme that persons availing of the scheme will not be eligible for re-employment in the public health sector or in the wider public service or in a body wholly or mainly funded from public moneys. The same prohibition on re-employment applies under the VRS, except that the prohibition is for a period of 7 years, after which time any re-employment will require the approval of the Minister for Public Expenditure and Reform. People who availed of either of these schemes are not eligible to compete in this competition.
- 10. Collective Agreement: Redundancy Payments to Public Servants**
The Department of Public Expenditure and Reform letter dated 28th June 2012 to Personnel Officers introduced, with effect from 1st June 2012, a Collective Agreement which had been reached between the Department of Public Expenditure and Reform and the Public Services Committee of the ICTU in relation to ex-gratia Redundancy Payments to Public Servants. It is a condition of the Collective Agreement that persons availing of the agreement will not be eligible for re-employment in the public service by any public service body (as defined by the Financial Emergency Measures in the Public Interest Acts 2009 – 2011) for a period of 2 years from termination of the employment. Thereafter the consent of the Minister for Public Expenditure and Reform will be required prior to re-employment. People who availed of this scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility) and the Minister's consent will have to be secured prior to employment by any public service body.
- 11. Declaration of previous public service employment history:**
Applicants will be required to declare whether they have previously availed of a public service scheme of incentivised early retirement and/or the collective agreement outlined above. Applicants will also be required to declare any entitlements to a Public Service pension benefit (in payment or preserved) from any other Public Service employment and/or where they have received a payment-in-lieu in respect of service in any Public Service employment.

Competition Process

How to Apply

Applications should be made by sending a current CV together with a cover letter outlining suitability for the post by email to Padraig Mellett, Head of Corporate Affairs recruit@hea.ie no later than **5.30pm on Monday 9th March 2020**. Alternatively, applications can be sent by post to Mr. Padraig Mellett, HEA, Head of Corporate Affairs, Higher Education Authority, 3 Shelbourne Buildings, Shelbourne Road, Dublin D04 C2Y6. Applicants will be required to provide a declaration as outlined in paragraph 11.

Applications will not be accepted after the closing date.

In less than 1000 words in total, please outline your experience and skills in the following three areas:

1. Experience in running cloud-based infrastructure which includes Microsoft Azure and Sharepoint
2. Experience in procurement
3. Experience in Managing local area networks
4. Experience in supporting Microsoft Servers, Unit Servers and VMWare

Selection Process

The selection may include shortlisting of candidates on the basis of the information contained in their application and by:

- Interview, in person at the HEA offices, the provisional date for interviews is Friday 27th March.
- Satisfactory references (referees will not be contact without the candidate's prior agreement)

The Higher Education Authority reserves the right to require candidates attend a second interview.

Shortlisting

Normally the number of applications received for a position exceeds that required to fill existing and future vacancies to the position. While a candidate may meet the eligibility requirements of the competition, if the numbers applying for the position are such that it would not be practical to interview everyone, the HEA may decide that a number only will be called to interview. In this respect, the HEA provide for the employment of a short-listing process to select a group for interview who, based on an examination of the application forms, appear to be the most suitable for the position. An expert board will examine the application forms against a pre-determined criteria based on the requirements of the position. This is not to suggest that other candidates are necessarily unsuitable or incapable of undertaking the job, rather that there are some candidates, who based on their application, appear to be better qualified and/or have more relevant experience. It is therefore in your own interest to provide a detailed and accurate account of your qualifications/experience in your application.

Confidentiality

Subject to the provisions of the Freedom of Information Act, 1997 as amended applications will be treated in strict confidence.

Security Clearance

Police vetting may be sought in respect of individuals who come under consideration for appointment. The applicant will be required to complete and return a Garda Vetting form should they come under consideration for appointment. This form will be forwarded to An Garda Síochána for security checks on all Irish and Northern Irish addresses at which they resided. If unsuccessful this information will be destroyed by the HEA. If the applicant subsequently comes under consideration for another position, they will be required to supply this information again.

Other important information

The HEA will not be responsible for refunding any expenses incurred by candidates.

The admission of a person to a campaign, or invitation to attend an interview, is not to be taken as implying that the HEA are satisfied that such person fulfils the requirements of the competition or is not disqualified by law from holding the position and does not carry a guarantee that your application will receive further consideration. It is important, therefore, for you to note that the onus is on you to ensure that you meet the eligibility requirements for the competition before attending for interview. If you do not meet these essential entry requirements but nevertheless attend for interview you will be putting yourself to unnecessary expense.

Prior to recommending any candidate for appointment to this position the HEA will make all such enquiries that are deemed necessary to determine the suitability of that candidate. Until all stages of the recruitment process have been fully completed a final determination cannot be made nor can it be deemed or inferred that such a determination has been made.

Should the person recommended for appointment decline, or having accepted it, relinquish it or if an additional vacancy arises the HEA may, at its discretion, select and recommend another person for appointment on the results of this selection process

Candidates' Obligations

Candidates should note that canvassing will disqualify and will result in their exclusion from the process.

Candidates must not:

- knowingly or recklessly provide false information
- canvass any person with or without inducements
- interfere with or compromise the process in any way

A third party must not personate a candidate at any stage of the process.

Any person who contravenes the above provisions or who assists another person in contravening the above provisions is guilty of an offence. A person who is found guilty of an offence is liable to a fine/or imprisonment.

In addition, where a person found guilty of an offence was or is a candidate at a recruitment process, then:

- where he/she has not been appointed to a post, he/she will be disqualified as a candidate; and

- where he/she has been appointed subsequently to the recruitment process in question, he/she shall forfeit that appointment.

Deeming of candidature to be withdrawn

Candidates who do not attend for interview or other test when and where required by the HEA, or who do not, when requested, furnish such evidence as the HEA requires in regard to any matter relevant to their candidature, will have no further claim to consideration.

Quality Customer Service

We aim to provide an excellent quality service to all our customers. If, for whatever reason, you are unhappy with any aspect of the service you receive from us, we urge you to bring this to the attention of the unit or staff member concerned. This is important as it ensures that we are aware of the problem and can take the appropriate steps to resolve it.

Feedback will be provided on written request. Having regard to the significant level of recruitment involving the HR section applicants are advised that it may take some time to respond to requests for feedback.

Data Protection Acts, 1988 and 2018

When your application form is received, we create a record in your name, which contains much of the personal information you have supplied. This personal record is used solely in processing your candidature and should you be successful certain information you provide will be held by the HEA. Such information held is subject to the rights and obligations set out in the Data Protection Acts, 1988, 2003 and 2018. To make a request under the Data Protection Act 2018, please submit your request in writing to: Human Resources & Accounts, HEA, 3 Shelbourne Buildings, Crampton Avenue, Shelbourne Road, Dublin 4, ensuring that you describe the records you seek in the greatest possible detail to enable us to identify the relevant record. A fee of €6.35 should accompany your request. Payment should be made by way of bank draft, money order, or personal cheque, made payable to the 'HEA'.