



# Information Booklet

## ICT Officer - Grade 6

Email applications only to [jobapplications@lgma.ie](mailto:jobapplications@lgma.ie)  
by Friday 30<sup>th</sup> October 2020 @ 5pm



**LGMA**

Local Government  
Management Agency

# About the LGMA

## The organisation

The Local Government Management Agency (LGMA) is a state agency that provides a range of services and supports to the local government sector. We are an agency of the Department of Housing, Local Government and Heritage, primarily funded by local authorities.

Through our work with local authorities and other stakeholders, we support the co-ordinated and effective delivery of local government services and policy.

Our work is guided by the local authorities and geared towards helping them to improve efficiency across their services; to implement change; and, to make use of leading practice from inside and outside the sector.

Working for the LGMA gives you the opportunity to gain experience at the heart of local government and to make a real difference for local authorities and citizens in Ireland.

## What we do

The LGMA's work extends across a number of diverse areas in order to meet the changing needs of the local government sector.

- We drive, monitor and maintain shared services projects across the local government sector
- We advise and support on strategy and policy development across the local government sector
- We provide professional Human Resources (HR) and Industrial Relations (IR) guidance, advice and support to local authorities
- The LGMA develops, procures, maintains and provides support for several internal ICT systems in use in the local government sector
- Our Libraries Development section is the national advisor and development agency for public libraries in Ireland
- Our Water Services Transition Office (WSTO) supports the Water Services Reform Programme and the transition of services to Irish Water
- The LGMA provides research and communications support to the local government sector
- We provide programme management and innovation support to local authorities

Find out more about the LGMA at [www.lgma.ie](http://www.lgma.ie)

# About the role

The ICT Officer will work as part of a multidisciplinary team within the Programme Management Innovation Pillar. The ICT Officer will participate in a team to provide a high standard of technical support in LGMA. An ability to ensure product quality and stability and a determination to professionally manage and resolve a number of potentially complex issues in a fast-paced environment is required. The Network Services provides a wide range of services to LGMA and its customers. As such, due to the dynamic nature of ICT, and the changing business requirements within the LGMA, all ICT posts require a flexibility to work in other IT roles as needs change.

Duties and responsibilities include:

- The implementation and delivery of projects to the highest standard using a full range of management disciplines
  - Create and maintain comprehensive technical documentation, including developing and writing policies and procedures
  - Administration, security and support of Microsoft technologies in LGMA including Active Directory, Group Policy, Azure AD Connect, Office 365 tenancy
  - Network Operations Centre team member – responding to support desk calls – level 1 and 2 support
  - Checkpoint Firewalls – configuring, administering and troubleshooting network and access issues – level 1 and 2 support
  - Cisco VPN – administration, troubleshooting and setting up connections into LGMA hosted services – level 1 support
  - F5 Loadbalancing – Supporting and maintaining loadbalancing for sites and services for local authority centrally hosted shared services
  - MyPay Shared Services infrastructure – maintenance of the infrastructure, configuration and support of Local authority access to these services (end to end – RDS servers, thin client configuration, firewalls, vpns, local networks) Level 1 -3
  - Tendering for ICT services and goods
  - Invoicing for services provided
  - Troubleshooting and resolving complex and lengthy issues
  - Taking on major upgrades and new installations
  - Demonstrate and maintain a broad knowledge of technology solutions, current trends and techniques and proactively pursue new technology developments
  - Providing consultancy to business & development teams
  - Ensure that all IT security policies and procedures are adhered to
  - Providing consultancy to local authorities
  - Promote and utilise best practice in project management methodologies, governance, standards & protocols
  - Contract and vendor management of 3rd party suppliers
  - Development and writing of Business Cases
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- Assisting in creating, sharing & using knowledge within and between teams
- Developing and maintaining stakeholder & customer relationships
- Taking on such other duties as may be assigned from time to time including deputising for other officers
- Pro-actively contribute to development, support and implementation of LGMA strategies and Corporate Plan

## The ideal candidate:

Candidates will demonstrate through their application form and at the interview that he/she has:

- Dedication to providing quality and excellent service
- Excellent problem solving and troubleshooting skills
- Ability to work under pressure
- Excellent customer facing skills and an ability to clearly communicate to all levels
- Ability to take ownership of issues / tasks and work on own initiative
- Ability to work as part of a team with strong customer service focus
- Flexibility regarding working hours and occasional unsociable hours including weekends
- Excellent time keeping skills and ability to meet day-to-day and project targets
- Excellent communication and interpersonal skills, with a positive and professional attitude
- Must be committed to self-development and be enthusiastic about acquiring new skills and embracing new technologies

## Essential requirements

Candidates must meet all 3 requirements below:

1.

- a) Have an Honours Degree (Level 8 on the National Framework of Qualifications) in the area of Information Technology or possess an equivalent qualification relevant to the position

**OR**

- b) Have a minimum of 3 years satisfactory relevant experience working in a structured IT environment

**AND**

2. Have experience in at least two of the following areas:
- Microsoft technologies including Windows Server, Active Directory, Group Policy
  - LANs, WANs, WiFi

- VMware
- SANs
- Backup and recovery
- Anti-virus and other related security systems
- TCP/IP, routing and networks
- Firewalls
- System monitoring

**AND**

3. Demonstrate the following competencies as set out in the LGMA Competency Framework:

<b>Management and Change</b>
Bringing about Change
Strategic Ability
<b>Delivering Results</b>
Problem Solving and Decision Making
<b>Performance Through People</b>
Leading and Motivating
Communicating Effectively
<b>Personal Effectiveness</b>
Qualifications and Knowledge
Personal Motivation, Initiative and Achievement

For more information on the competencies required, please see the Grade 6 Competencies Framework in the Appendix.

## Desirable but not essential:

- Be certified in project management or ITIL based service delivery
- Have experience in public procurement including drafting technical specifications for tenders, contract management and service delivery management

## Other Eligibility Criteria

### Former Public Service Employees

Eligibility to compete may be affected where applicants were formerly employed by the Irish

Public Service and previously availed of an Irish Public Service Scheme including:

- Incentivised Scheme for Early Retirement (ISER)
- Department of Health and Children Circular (7/2010)
- Collective Agreement: Redundancy Payments to Public Servants

Applicants should ensure that they are not precluded from re-engagement in the Irish Public Service under the terms of such Schemes. This is a non-exhaustive list and any queries should be directed to the applicant's former Irish Public Service Employer in the first instance.

### **Declaration**

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.

# Application and selection

## **How to apply**

All applications should be emailed directly to [jobapplications@lgma.ie](mailto:jobapplications@lgma.ie) no later than **5pm on Friday 30<sup>th</sup> October 2020**.

Applications must be made on the official application form and all sections must be completed in full. When completing the application form, accuracy is essential. The information you supply in the application form will play a central part of the selection process.

If you do not receive an acknowledgement of receipt of your application within two working days of applying, please check your junk/spam folders as email notifications may be filtered into your junk/spam email folders. Any other queries regarding your application form should be emailed to [jobapplications@lgma.ie](mailto:jobapplications@lgma.ie)

## **Shortlisting**

The Agency reserves the right to shortlist applications based on the information supplied in the application form.

In the event of a shortlisting exercise being employed, the Interview Board will examine the information provided in your application, assess it against the criteria based on the requirements for the position and decide if you will be shortlisted, relative to the other candidates applying for the position.

# Interview

Admission to the interview is conditional on receipt of a completed application form by the required cut-off date. The onus is on all applicants to make themselves available for the obligatory interview on the date specified by the LGMA and to make whatever arrangements are necessary to ensure that they receive communications sent to them at the address specified on their application form. Virtual interviews are taking place over MS Teams. Instructions and guidance and links will be sent to you in advance of interview should you be shortlisted for interview.

Interviews will be conducted by an Interview Board set up by the LGMA. The Interview Board will assess the merits of candidates. Only candidates who reach such a standard as the Interview Board consider satisfactory in the interview will be considered for selection. Candidates at interview must demonstrate relevant experience and job-related achievements and the following key competencies as set out in LGMA Competency Framework available in the Appendix.

## Panels

Panels may be formed on the basis of such interview. Candidates whose names are on a panel and who satisfy the LGMA that they possess the qualifications declared for the office and that they are otherwise suitable for appointment may with the life of the panel be appointed as appropriate vacancies arise. The life of the panel will be one year.

### Feedback & Review

Candidates have the right to seek feedback from their interview. Should a candidate be unhappy with an action or decision in relation to their application for appointment, they have the right to seek a review of the process. This request must be made within 5 working days of receiving notification of the decision on their application.

### Deeming of candidature to be withdrawn

Candidates who do not attend for interview as requested or do not furnish such evidence as requested in regard to any matter relevant to their candidature, will have no further claim to consideration.

### Offer of Appointment

The LGMA shall require persons to whom an appointment is offered to take up such appointment within a period of not more than one month. If they fail to take up the appointment within such period, or such longer period as the Agency in its absolute discretion may determine, the Agency shall not appoint them. All appointments are subject to receipt of satisfactory references and candidates may be required to produce documentary evidence of qualifications or experience claimed in their applications.

**Candidates should note that canvassing will disqualify their application.**

**The Local Government Management Agency is committed to a policy of equal opportunity.**

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# Principal conditions of service

## General

The appointment is to a permanent post in the Local Government Management Agency and is subject to general terms and conditions in operation relating to appointments in the Agency.

## Remuneration

The salary scale applicable to this position is as follows as at 1st October 2020:

Point No.	1	2	3	4
Salary	€48,540	€49,711	€51,124	€53,780
Point No.	5	LSI 1	LSI 2	
Salary	€55,365	€57,337	€59,320	

The salary shall be fully inclusive and shall be as determined from time to time. The holder of the office shall pay to the LGMA any fees or other monies (other than his/her inclusive salary) payable to or received by him/her by virtue of his/her office or in respect of services which he/she is required by or under any enactment to perform.

Entry will be at the minimum of the scale and the rate of remuneration will not be subject to negotiation and may be adjusted from time to time in line with Government pay policy. Different terms and conditions may apply if you are currently a serving civil or public servant. Subject to satisfactory performance increments may be payable in line with current Government Policy.

## Tenure

The position of ICT Officer - Grade 6 is full-time and permanent.

## Hours of Attendance

Hours of attendance will be as fixed from time to time. Typically, hours will be of the order of 37 hours per week. The position holder will be required to work a five-day week. The LGMA currently have a flexible working hour attendance scheme in operation.



## **Location**

An officer's headquarters shall be such as may be designated from time to time. At present the LGMA has offices at two locations in Dublin. When absent from home or headquarters on official duty appointees will be paid appropriate travelling expenses and subsistence allowances, subject to normal regulations. However, due to COVID-19 restrictions a combination of office and home working each week will be facilitated until we return to full time office-based working.

## **Annual leave**

The Annual Leave allowance for New Entrants is 30 days. This allowance is subject to the usual conditions regarding the granting of annual leave in the LGMA, is based on a five-day week and is exclusive of the usual public holidays.

## **Structured Training and Development Programme**

LGMA operate a Personal Development Programme linked to the Performance Management and Development System which will assist the individual in creating a Personal Development Plan.

## **Confidentiality**

All enquiries, applications and all aspects of the proceedings are treated as strictly confidential and are not disclosed to anyone outside those directly involved in the recruitment process.

## **Freedom of Information**

Candidates can expect that all enquiries, applications and all aspects of the proceedings are treated as strictly confidential subject to the provisions of the Freedom of Information Act, 2014.

## **Data protection**

The information submitted with an application is used in processing the candidature and subsequent employment (if successful) and such information is held subject to the rights and obligations of the Data Protection Acts.

## **IMPORTANT NOTICE**

**The above represents the principal conditions of service and is not intended to be the comprehensive list of all terms and conditions of employment which will be set out in the employment contract to be agreed with the successful candidate(s).**

# Appendix - ICT Officer – Grade 6 Level Competencies

Pillar One Management and Change		Pillar Two Delivering Results		Pillar Three Performance Through People		Pillar Four Personal Effectiveness	
1.1	• Mission and Vision	2.1	• Problem Solving and Decision Making	3.1	• Leading and Motivating	4.1	• Qualifications and Knowledge
1.2	• Strategic Ability	2.2	• Operational Planning	3.2	• Managing Performance	4.2	• Resilience and Personal Wellbeing
1.3	• Political Awareness	2.3	• Managing Resources	3.3	• Managing Conflict	4.3	• Integrity
1.4	• Standards, Ethics and Governance	2.4	• Ensuring Compliance	3.4	• Communicating Effectively		• Personal Motivation, Initiative and Achievement
1.5	• Networking and Representing	2.5	• Delivering Quality Outcomes				
1.5	• Bringing About Change						
1.7	• Influencing and Negotiating						
1.8	• Safety, Health and Welfare at Work						