Information Booklet

Technical Support Officer - Grade 7

Apply by Friday 24th June @ time 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

About the role

The Technical Specialist will be expected to play an active part in assisting the Assistant Chief Executive or appropriate senior officer in managing delivery of services to the local authorities and other stakeholders in support of local authorities. The successful candidate (s) will work as part of a multidisciplinary team within the programme management technical division.

This is a technical role and the successful applicant will be expected to be the LGMA in-house expert in the relevant role.

The key responsibilities of the role are:

- The implementation and delivery of projects to the highest standard using a full range of management disciplines.
- Support end-to-end business application solutions, infrastructure and operations solutions, across a broad set of leading technologies including reporting, interfacing and business intelligence solutions.
- Being responsible for the LGMA security posture and configuring the LGMA environment in line with security best practice including the LGMA internal network, the LGMA 0365 tenancy and the LGMA hosting environments.
- 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.
- Tendering for ICT services and goods.
- 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 technology solution, current trends and techniques and proactively pursue new technology developments.
- Providing consultancy to business and 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 and protocols.
- Contract and vendor management of third-party suppliers.
- Development and writing of Business Cases.
- Assisting in creating, sharing, and using knowledge within and between teams.
- Developing and maintaining stakeholder and customer relationships.

- Taking on such 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 above is intended as a guide to the general range of duties and is intended to be neither definitive nor restrictive. It will be subject to periodic review with the post holder.

Essential Requirements

1. Character

Candidates shall be of good character.

2. Health

Candidates shall be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

3. Education, training, experience, etc.

Each candidate must, on the latest date for receipt of completed application forms:

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, and have at least 3 years satisfactory relevant experience working in a structured IT environment

Or

Have a minimum of 5 years satisfactory relevant experience working in a structured IT environment.

AND

Have extensive experience in at least two of the following areas:

- ICT security
- Certificates – installation, configuration, troubleshooting
- Data centre and hosting environments including VMWare, SANs etc.
- General firewalling/IPS/VPN/networking experience
- Microsoft technologies including Active Directory, Group Policy, operating systems, and licensing, Microsoft Office 365 configuration and security.

AND

Demonstrate the following competencies as set out in the LGMA Competency Framework (see Appendix)

Management and Change
Bringing about Change
Influencing and Negotiating
Delivering Results
Problem solving and decision making
Operational Planning
Performance Through People
Managing Conflict
Communicating Effectively
Personal Effectiveness
Qualifications and Knowledge
Personal Motivation, Initiative, and Achievement

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, contact management and service delivery management.
- Have experience working in working in a multidisciplinary team in a pressurised environment.
- Be self-motivated with the ability to work their initiative.

Application and selection

How to apply

All applications should be emailed directly to **jobapplications@lgma.ie** no later than **5pm on Friday 24th June**. 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

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

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 within 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 Candidate 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.

Probationary Period

All new employees are required to satisfactorily complete a probationary period.
In accordance with the 'Terms and Conditions of Employment' in their employment contract employees will be required to serve an initial probationary period. During this period, the employee's performance on the job and potential abilities are evaluated to determine suitability for the position. At the end of this probationary period, a formal assessment will be carried out by the employee's line manager, resulting in a decision on whether the employee has completed their probation satisfactorily.

Candidates should note that canvassing will disqualify their application.
The Local Government Management Agency is committed to a policy of equal opportunity.

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 February 2022:

Point No.	1	2	3	4	5
Salary	€51,853	€53,122	€54,605	€56,089	€57,577
Point No.	6	7	8	9	LSI 1
Salary	€58,903	€60,264	€61,582	€62,894	€65,147
Point No.	LSI 2				
Salary	€67,410				

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 and Contract

The position of Technical Support Officer Grade 7 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 LGMA currently operate a transitionary Blended Working model pending the introduction of national policy for the sector. The LGMA currently

have a flexible working hour attendance scheme in operation.

Location

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.

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.

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).

Please note that any offer of employment will be conditional upon the individual being legally entitled to live and work in Ireland.

Appendix - Grade 7 Level Competencies

Management and Change		Delivering Results		Performance Through People		Personal Effectiveness	
1.1	Mission and Vision and Values	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	4.4	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						