

IS (ICT) Support Technician

GRADE IV

QUALIFICATIONS

1. **Character**

Applicants must be of good character.

2. **Health**

Applicants shall:

- a. be free from any defect or disease which would render them unsuitable to hold the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service;
 - b. be free from any disability which would interfere with the proper discharge of the duties of the office;
- or
- c. be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

The appointee will be required to undergo a medical examination before appointment by the Hospital's Medical Examiner for the purpose of satisfying the requirements as to health unless they are already employees of the Hospital and have previously undergone a medical examination and have a satisfactory sick leave record.

3. **Age**

Age restriction shall only apply to a candidate where she/he is not classified as a new entrant (within the meaning of the Public Service Superannuation (Miscellaneous Provisions) 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.

4. **Garda Vetting**

Applicants who do not comply with the Hospital's requirements in this regard will be excluded from the competition.

5. **Professional Qualifications, Experience, etc.**

Applicants should:

Be educated to a high standard and possess an accredited I.T. qualification i.e. CompTIA Certified Professional or Microsoft Certified Professional.

Applicants should possess the following:

- A minimum of 2 years' experience working at first-line technical support level in the Health Service / Health Care sector / Public Service or medium to large Multi-disciplined enterprise.
- Proven communication skills / good interpersonal skills self-confidence and organisational ability.
- Strong technical skills.

- Practical experience supporting a modern enterprise class I.S. infrastructure and sophisticated information systems.
- Satisfactory experience and administrative ability to discharge the functions of the post.

Desirable:

- Experience in a Hospital environment. Knowledge and experience of CSC's i.PM and iLab, Change Healthcare's PACS/RIS (NIMIS)
- Knowledge of the Health / Hospital business information systems.
- Knowledge and experience of administering Microsoft Active Directory, Exchange server, SharePoint and SQL-Server and Citrix XenDesktop.
- Report generation experience E.g. Crystal reports; MS-SQL Server Reporting Services; MS-Access.
- Knowledge of the Health / Hospital Services.
- Teaching /Training Skills.