IS (ICT) Technical Support Officer Administrative Grade V
Job Specification & Terms and Conditions

Job Title, Grade and Grade Code	IS (ICT) Technical Support Officer Administrative Grade V Grade Code: 0566
Competition Reference	SJL/06-2022/8
Whole Time Equivalent	1 WTE
Closing Date	**12 Noon Friday 15th July 2022**
Proposed Interview date(s)	To be confirmed
Taking up Appointment	A start date will be indicated at job offer stage
Duration of Post	Temporary Post 1- year Fixed Term
Location of Post	IS Dept., St. John's Hospital, John's Square, Limerick, V94 H272
Organisational Area	St. John's Hospital Limerick, UL Hospitals Group, HSE West
Post Specific Information	Details on this campaign can be found at http://www.stjohnshospital.ie/management-and-admistration/recruitment/
Details of Service	St John's Hospital, Limerick is a Voluntary Hospital founded in 1780. It is a Model 2S, acute general hospital and a member of the University of Limerick Hospitals Group. The hospital provides a range of inpatient and outpatient services, including general medicine, general surgery, urology, gynaecology and endoscopy services. The hospital also has an Urgent Care Centre incorporating a Local Injuries Unit and Medical Assessment Unit.
Service mission, vision and values	St. John's is an acute General Public Voluntary Hospital, funded by the Health Service Executive. Mission statement Faithful to our tradition, we provide the highest possible standard of care and treatment in a professional and compassionate manner to every person who avails of our services. Aims and Objectives 1. To deliver high quality, safe and reliable healthcare in accordance with evidence based best practice in an effectively managed and maintained environment. 2. To provide healthcare based on the assessed needs and preferences of our service users which ensures mutual respect, holistic care and continuous learning, and training. 3. To monitor, evaluate and continually improve our services.
Reporting Arrangements	The post holder will report to the IS (ICT) Manager / Assistant IS (ICT) Manager
Purpose of the Post **Job Summary**	The Infrastructure Support Technician will participate in a team to provide a high standard of technical support to St. John's Hospital. 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. This role reports to the IS (ICT) Manager/Deputy IS (ICT) Manager. It involves the provision of 1st and 2nd level technical support throughout the Hospital estate. The successful candidate will provide support for users across all Hospital disciplines and services.
Principle Duties and Responsibilities	**Main Duties & Responsibilities**. The IS (ICT) department operates a team-based system of working. The IS (ICT) Technical Support Officer, working as a key member of the IS (ICT) team, will apply their knowledge & experience in the carrying out the many & varied duties of the post which include, but are not limited to the following: - - Provision of first-level technical support to the Hospital's computer, telecommunication and audio-visual users. - The Provision of second-level technical support to either the IS (ICT) Support Technician(s) and/or directly to the Hospital's computer, telecommunication and audio-visual users. - To take a lead role in any of the IS (ICT) Department's services/disciplines as assigned. - Participate in the role of IS (ICT) Lead as a member of any enterprise-wide systems projects Team(s) that may be assigned. - The provision of the technical support necessary for the delivery of key projects and initiatives through testing, configuration and other commissioning tasks. - Provide instruction, guidance and otherwise support all Hospital staff in the use of ICT technologies used to the carry-out of their duties. - Provide instruction in the correct use of the Hospital's information and communication systems through end-user training. - Security: Ensure the confidentiality, integrity and availability of the hospital's information systems through the monitoring of data backup, anti-virus, security update, secondary power, redundancy and perimeter counter measures. - Monitor appropriate usage of IS (ICT) resources and the end-user's compliance with the hospital's electronic communication policies. - Carryout routine preventative maintenance tasks as assigned. This may include the maintenance of servers, active equipment and other back-office systems. - Perform network administration tasks as assigned. This may include the maintenance of user accounts, access rights, mailboxes and other shared resources. - Publish information on, and otherwise maintain the Hospital's corporate Intranet and Internet sites. - Maintain IS (ICT) documentation including The Asset Register, Standard Operating Procedures and User Manuals. - Configure and deploy new client-side and back-office hardware & software systems. - Keep abreast of information technology evolution so that any new technologies adopted by the Hospital can be implemented and supported. - Maintain own skill levels through continued training and education. - Fully participate in the department's team-based working methodology. - Participate in the department's technical support duty rota and out of hours & weekend emergency technical support on-call service. Also, to work any other

shift pattern that the IS (ICT) Manager may determine is in the best interest in maintaining essential IS (ICT) services to the hospital.

- Perform such other duties or tasks, consistent with the grade as may be assigned from time to time.

Experience, Knowledge and Skills

Candidates should -

- Be well educated preferably to degree-level and possess an accredited I.T. professional qualification i.e. be a CompTIA Certified Professional or a Microsoft Certified Professional.
- Have two years' experience working at a first-line technical support level in the health service, health care sector, public service or medium-to-large multi-disciplined enterprise.
- Be an effective communicator with good interpersonal skills, self-confidence and organisation ability.
- Possess strong technical skills and have practical experience supporting a modern enterprise-class IS (ICT) infrastructure and sophisticated information systems.
- Have knowledge of or experience with one or more of the information & communications products or systems used by the Hospital.
- Have satisfactory experience and administrative ability to discharge the functions of the office.

Communications

Hospital Management, staff at all grades, Department of Health & Children, Health Services Executive, other Hospitals/National Hospitals, Suppliers & Vendors, etc.

Policies and Procedures

- Each employee is required to comply with and adhere to all Hospital policies and procedures and;
- Be familiar with the Hospitals major emergency plan and promote an awareness of Health and Safety in the work place.

Training and Development

- Each employee will co-operate with arrangements in the department for educating and training staff and in the assessment of training needs and;
- Attend appropriate in-service training and education programmes.

Appointment Performance Review

Performance review is an integral aspect of each person's employment and is for the individual employees own benefit and the benefit of the organisation. Performance reviews will be carried out to: -

1. Ensure that all duties / responsibilities attached to the post are carried out in a timely, comprehensive and accountable manner.
2. Give employees the opportunity to review / assess own performance with immediate Supervisor.
3. Harness / adopt suggestions / ideas from the employee relating to the job structure / content / focus.
4. Identify further training needs required to properly carry out the prescribed duties.

	5. Identify areas / aspects of performance, which are not adequate / satisfactory and ensure that same are remedied.
	6. A review of performance will take place with the IS (ICT) Manager or other designated Administrative Supervisor at yearly intervals, or more frequently if considered necessary.
	Confidentiality
	In the course of your employment you may have access to, or hear information concerning, the medical or personal affairs of patients and/or staff, or other health service business. Such records and information are strictly confidential and, unless acting on the instructions of an authorised officer, on no account must information concerning staff, patients or other health service business be divulged or discussed except in the performance of normal duty. In addition, records must never be left in such a manner that unauthorised persons can obtain access to them and must be left in safe custody when no longer required. You are required to comply with the legislation in respect of the General Data Protection Regulation (GDPR).
	It is not intended that the above job description be a comprehensive list of all duties attached to the post. 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. Flexibility is required when dealing with new situations and emergencies.

Eligibility Criteria
 	
Qualifications and / or experience
	1. Professional Qualifications & Experience
	
	Each candidate must, at the latest date for receipt of completed applications for the post:
	
	Be educated to a preferably to degree-level and possess an accredited I.T. professional qualification i.e. CompTIA Certified Professional or Microsoft Certified Professional.
	
	Applicants should possess the following:
	
	   a) A third level qualification at level 6 in the National Framework of Qualifications, or equivalent in a Computing/IT related discipline
	
	                                      OR
	
	   b) A recognised professional qualification and 2 years relevant technical experience in an Infrastructure level 1 or Level 2 Support environment.
	
	Candidates required experience:
	
	The ideal candidate will have 2 years relevant industry experience in the following areas:
	   • First and second-line technical support level in the Health Service / Health Care sector / Public Service or medium to large Multi-disciplined enterprise.
	   • Managing support cases through to completion
	   • Experience setting up and managing backup/replication schedules and restores (Backup Exec advantageous)
	   • Experience configuring and troubleshooting computer networks.

	- Email and User Management (Exchange 2010-2019 & Active directory Advantageous) - Virtualisation Technologies (Citrix & Hyper-V advantageous) **Other areas of experience desirable;** - Ability to understand, implement and support but not limited to the following technologies: - Windows 7 to 10 - Disaster Recovery - Information Security/Data Protection - MS Office Technologies including Microsoft Officer & SharePoint - Printers & Scanners - Thin Clients - Mobile Technologies incl. Wi-Fi **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. . **Health** Candidates 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** Candidates for and any person holding the office must be of good character.
Post Specific Requirements	A minimum of 2 years' experience working at first and second -line technical support level in the Health Service / Health Care sector / Public Service or medium to large Multi-disciplined enterprise.
Essential Skills, competencies and/or knowledge	**Candidates will demonstrate through their application form and at the interview that they have:** - Excellent problem solving and troubleshooting skills - Ability to work under pressure - Excellent client facing skills and an ability to clearly communicate to all levels - Ability to take ownership of issues/tasks and follow through without supervision - 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 - Ability to meet day-to-day and project targets - Dedication to providing quality and excellent service - Excellent communication and interpersonal skills, with a positive and professional attitude - Detail orientated person - Excellent analytic and organisational skills

	• Must be committed to self-development and be enthusiastic about acquiring new skills and embracing new technologies. • Have knowledge of or experience with supporting and maintaining one or more of the information systems used by the Hospital. • Have satisfactory experience and administrative ability to discharge the functions of the office. **Note:** Work in this classification is considered **physical work** requiring the exertion of up to 40 pounds of force occasionally and up to 20 pounds of force frequently, and up to 10 pounds of force constantly to move/install objects.
Other requirements specific to the post	Flexible to changing needs Willingness to progress own professional development.
Competition Specific Selection Process **Short listing / Interview**	Applications should be submitted by completing the St. John's Hospital's standard job application form. Application forms and full particulars relating to the post are available on St. John's Hospital website, www.stjohnshospital.ie or contact the HR department St. John's Hospital. **Application Process** Completed application forms must be e-mailed to recruitment@stjohnshospital.ie no later than **12.00 Noon Friday 15th July 2022** An official application form must be completed in full by the closing date for the competition. **Please send your application from an email address that you will review regularly as communication during the assessment/selection period will only be through that e-mail address.** **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.
Code of Practice	St. John's Hospital 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, feedback facilities for candidates 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. Codes of Practice are published by the CPSA and are available on www.hse.ie in the document posted with each vacancy entitled "Code of Practice, Information For Candidates" or on www.cpsa-online.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. It 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.

Terms and Conditions of Employment
IS (ICT) Technical Support Officer Administrative Grade V

Tenure	The appointment is whole-time and temporary. 1-year Fixed term contract A panel may be created from which temporary of full or part time duration may be filled. Appointment as an employee of the Health Service Executive is governed by the Health Act 2004 and the Public Service Management (Recruitment and Appointment) Act 2004.
Remuneration	The Salary scale for the post as at 01/10/21 is in accordance with HSE approved salary scales: **€44,128; €45,519; €46,908; €48,297; €49,686; €51,305 (LSI) €52,926 (LSI).**
Working Week	The standard working week applying to the post is: 35 hours 35 Hours per week on a Monday to Friday basis. Flexibility in consideration of service needs is required. When staffing levels require, participate in the department's technical support duty rota and out of hours & weekend emergency technical support on-call service. Also, to work any other shift pattern that the I.S. Manager may determine is in the best interest in maintaining essential I.S. services to the Hospital. HSE Circular 003-2009 "Matching Working Patterns to Service Needs (Extended Working Day / Week Arrangements); Framework for Implementation of Clause 30.4 of Towards 2016" applies. Under the terms of this circular, all new entrants and staff appointed to promotional posts from Dec 16th 2008 will be required to work agreed roster / on call arrangements as advised by their line manager. Contracted hours of work are liable to change between the hours of 8am-8pm over seven days to meet the requirements for extended day services in accordance with the terms of the Framework Agreement (Implementation of Clause 30.4 of Towards 2016).
Annual Leave	29 working days per annum, rising to 30 days after 5 years' service as Grade V per annum, Public Holidays are granted in accordance with the provisions of the Organisation of Working Time Act, 1997. Pro-rata annual leave entitlement applies to part-time posts.
Superannuation	All pensionable staff become members of the pension scheme.
Probation	Employment will be probationary for the first six months, during which time the Department Head will carry out periodic probation assessment reviews. The appointee will cease to hold office at the end of or during the probationary period unless during such period the Hospital has certified that their service is satisfactory
Termination of Employment	Two months' notice in writing, on either side, except in circumstances where the Hospital authority is of the opinion that the holder of the office has failed to perform satisfactorily

	the duties of his/her office or has misconducted himself/herself in relation to such office or is otherwise unfit to hold office.
	The mandatory retirement age for new entrant staff in employment in the public service after 1st January 2013 is 70 years.
	All other appointees in accordance with HR Circular 029/2018 who have not already reached their retirement age before 26th December 2018 will have the choice to work beyond the age of 65 to age 70 if they so choose
Mandatory Training and Health and Safety at Work Act	The post holder is obliged to fulfil mandatory training requirements in line with this post. All staff must comply with all Hospital Health & Safety Policies and Procedures. Staff must be aware of the responsibilities placed on them under the Health and Safety at Work Act (2005), and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.
Children First Act	Schedule 2 of the Children First Act 2015 specifies that this post falls under the classes of persons as "Manadated Persons" for the purpose of the Act. As a mandated person, under the legislation you are required to report any knowledge, belief or reasonable suspicion that a child has been harmed, is being harmed, or is at risk of being harmed. It is a requirement of this post that you complete the HSELand training in relation to Children First and any other training the Hospital deems appropriate in this regard
GDPR	The post holder is obliged to adhere to General Data Protection Regulations 2018. All staff who have access to patients' care records have a responsibility to ensure that these are maintained efficiently and that confidentiality is protected in line with the Hospital's Confidentiality Policy. Staff are also subject to this obligation both on an implied basis and also on the basis that, on accepting their job description, they agree to maintain both patient/client and staff confidentiality. In addition, all health professionals are advised to compile records on the assumption that they are accessible to patients in line with FOI and GDPR 2018. Hospital policies and procedures at all times. Details of the Hospital's policies are available on the intranet
Infection Prevention and Control	The post holder is obliged to adhere to Hospital policies and procedures relating to Hand Hygiene and Infection Prevention and Control and to assist in undertaking hand hygiene audits as required.