



Comhairle Cathrach Chorcaí
Cork City Council

**Information Systems
(I.S.) Analyst
(Grade VI)**

JOB SPECIFICATION

Closing date: 4pm, Tuesday 29th October 2024

**Please download and read in conjunction with the
Candidate Information Booklet**

BACKGROUND

Cork City Council is a large urban local authority with over 1500 employees across over 40 locations within the City. There are 31 Elected Members of the Council representing five wards in the City. The Council has an annual revenue budget of nearly €292 million for 2024 and provides a wide and diverse range of public services such as, housing, management of the public realm, libraries, physical planning and development, community, culture and placemaking and the delivery of infrastructure projects. Internal services include Finance, ICT, People & Organisation Development and Corporate Affairs. The Council is committed to increasing its capacity and capability for change to deliver improved public services.

Cork City Council invites applications, on the official application form, from suitably qualified persons, who wish to be considered for the post of IS Analyst (Grade VI) in the ICT Department. This post is a full-time contract for 35 hours per week.

THE ROLE

As an IS Analyst within the ICT Department at Cork City Council, you will play a pivotal role in enhancing and implementing business systems outlined in the ICT Operational Plan and Digital Strategy. Reporting to the Project Leader, you will be responsible for managing ICT application projects, from developing system specifications to overseeing the full project lifecycle, including design, development, user acceptance testing, and ongoing support.

Additionally, you will provide technical support across various business solutions and data management initiatives. Your expertise will contribute to national and regional shared service opportunities, ensuring the Council leverages new technologies to optimise existing services and explore innovative solutions.

DUTIES

Working as part of the Council's ICT and Business Services Unit, the IS Analyst will be involved in/responsible for:

- The Project Management of ICT application projects, developing system and functional specifications and project plans.
- The IS Analyst will also be responsible for controlling the development lifecycle of these projects (Design, Development, UAT, Go Live planning and ongoing support).
- The IS Analyst provides technical support for the ICT Directorate across Business Solutions, Data Management.

- The IS Analyst will be expected to participate in national and regional shared service opportunities, they will also be expected to keep current with new technologies and introduce systems which utilise these technologies to optimise existing services and provide new service opportunities for the organisation.
- Additional duties as may be assigned by the Head of ICT from time to time.

The above specification 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.

QUALIFICATIONS

1. **Character**

Candidates shall be of good character.

2. **Health**

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

3. **Education Experience etc.,**

Candidates must have on the latest date for receipt of completed applications:

- (i) A qualification at Level 8 on the National Framework of Qualifications (NFQ) major award (i.e., honours degree) in a relevant computing discipline and at least 3 years directly relevant, recent ICT hands-on experience from your employment to date*

OR

- (ii) A qualification at Level 8 on the National Framework of Qualifications (NFQ) major award (i.e., honours degree), or higher, with computing taken in the final year and at least 4 years directly relevant, recent ICT hands-on experience from your employment to date*

OR

(iii) A Level 7 NFQ major award qualification in a relevant computing discipline and at least 4 years directly relevant ICT hands-on experience from your employment to date*

OR

(iv) A Level 6 NFQ major award qualification in a relevant computing discipline and at least 5 years directly relevant, recent ICT hands-on experience from your employment to date*

AND

(v) have a satisfactory knowledge of public service organisation or the ability to acquire such knowledge.

* Relevant ICT hands-on experience should include, but is not limited to:

Areas such as managing delivery of digital solutions, enterprise architecture, software and applications development projects involving a range of technologies and platforms covering web development, data management, database administration, business analysis/discovery, business intelligence and data analytics, DevOps, enterprise architecture, technical infrastructure service design and delivery, server and client operating systems and architecture stacks, telecommunications and networking infrastructure delivery support, technical support, ICT service management, operations and server support, ICT/cyber security, mobile device management, virtualisation delivery support, database and application support, cloud computing etc.

4. Essential Requirements

Candidates must, within the application, demonstrable knowledge in **minimum 3** of the following areas:

a) Enterprise level application or corporate system development deployment, support or migration,

- b) Process or System design and improvement,
- c) Enterprise Database Management or Support,
- d) Business Systems Analysis and Design & Documentation,
- e) System Requirements gathering,
- f) Information systems/data security design and implementation,
- g) Vendor Management,

AND

Experience in at **minimum 1** of the following:

- a) ICT project lifecycle component management using an established methodology,
- b) Business Process analysis and improvement,
- c) Risk management,
- d) Preparation of business justification documentation including:
 - Requirement analysis & documentation,
 - Cost/Benefit analysis and proposals,

5. Desirable Experience

Experience in two or more of the following - disciplines and solutions would be a significant advantage:

- a) Technical and business support for enterprise level applications such as FMS,
- b) MS Dynamics (CRM), SharePoint, MS Teams and Power Automate or equivalents.
- c) Technical and business support for Local Government specific applications in areas such as Housing, Roads & Environment
- d) Experience in development and/or support in an ICT discipline such as:
 - Process Design & Improvement,
 - Application Development & Support including IIS,
 - Microsoft 365 Environment Support & SharePoint and/or,
 - Business Intelligence and Data Analytics,
 - Web applications
- e) Managing vendor relationships,
- f) Experience of operating in an environment of significant change
- g) GIS related project management
- h) Development and support of Web Content Management Systems (CMS)

6. Desirable Competencies

The ideal candidate will be able to demonstrate a strong ability in the following competency areas: *(Please see Competency Framework below, page 7)*

- Management and Change - Influencing and Negotiating
- Delivering Results - Operational Planning
- Performance through People - Managing Performance

7. Driving Licence

Holders of the office may be required to drive a car in the course of their duties and therefore must hold a current full driving licence for class B vehicles free from disqualifications.

8. Citizenship

Candidates must, by the date of any job offer, be;

- a) A citizen of the European Economic Area (EEA). The EEA consists of the Member States of the European Union, Iceland, Liechtenstein, and Norway, or
- b) A citizen of the United Kingdom (UK), or
- c) A citizen of Switzerland, pursuant to the agreement between the EU and Switzerland on the free movement of persons, or
- d) A non-EEA citizen who is a spouse or child of an EEA or UK, or Swiss citizen and has a Stamp 4 visa, or
- e) A person awarded international protection under the International Protection Act 2015 or any family member entitled to remain in the State as a result of family reunification and has a stamp 4 visa, or
- f) A non-EEA citizen who is a parent of a dependent child who is a citizen of, and resident in, an EEA member state or the UK or Switzerland and has a stamp 4 visa.

PRINCIPAL CONDITIONS OF SERVICE

Salary

Salary scale for the position of I.S. Analyst (Grade VI) is:

€55,641 - €56,969 - €58,586 - €61,629 - €63,447 - €65,705 (LSI 1) - €67,977 (LSI 2)

New Entrants to the Local Authority Service commence on the 1st point of the scale in accordance with current Government Policy as set out in Department of the Environment Circular Letter EL 02/2011 of 28th January 2011 and Circular EL 05/2016 dated 5th February 2016.

The salary shall be fully inclusive and shall be as determined from time to time. The awarding of increments is subject to satisfactory service. Holders of the office shall pay to the local authority any fees or other monies (other than their inclusive salary) payable to or received by them by virtue of their office or in respect of any services which they are required by or under any enactment to perform.

Hours of Duty

The successful candidate will be required to work 35 hours per week. Candidates may be required to work reasonable overtime and respond to out of hour emergencies for which appropriate overtime rates will be paid. The Council reserves the right to alter hours of work from time to time.

All hours worked will be subject to the provisions of the Organisation of Working Time Act, 1997 and the Organisation of Working Time Act (Regulations) 2001.

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 of the successful candidate.

COMPETENCY FRAMEWORK

Key competencies for the post are outlined in the table below. Candidates are expected to demonstrate their competence in each area both in their application form and at interview, if invited. To effectively showcase your skills, use the STAR technique (Situation, Task, Action, Result).

<u>Management and Change - Influencing and Negotiating</u>
Brokers agreement with others. Takes a long-term pragmatic view when required.
<ul style="list-style-type: none"> • Establishes appropriate and productive working relations at local level within the public and private sector. • Works effectively with senior managers and colleagues to meet operational goals • Effectively influences other team leaders and groups to achieve operational strategy and objectives. • Adopts a partnership approach in reaching agreement.
<u>Delivering Results - Operational Planning</u>
<p style="text-align: center;">Contributes to operational plans and develops team plans in line with priorities. Establishes high quality service and customer care standards</p>
<ul style="list-style-type: none"> • Contributes to the development of operational plans and leads the development of team plans. • Determines the key delivery elements within a team plan and the expected or required standard. • Closely tracks and monitors activities to ensure compliance with standards and recommends change as appropriate. • Consults effectively when setting customer service standards and pursues continuous improvement in customer service standards.

Performance through People - Managing Performance

Effectively manages performance using the Performance Management Development System (PMDS) process. Builds and leads a positive, diverse and productive section/units and teams effectively. Empowers and encourages people to deliver their part of the operational plan.

- Continuously reviews and improves processes to achieve highest quality standards.
- Supports team members through development opportunities which contribute to their professional and career objectives.
- Takes opportunities to encourage, mentor or coach team members as appropriate.
- Manages under performance or inappropriate behaviour effectively, openly and directly.
- Delegates tasks and responsibilities to the appropriate levels and accepts accountability for their success or failure.

Please download a copy of this document for your own records and read in conjunction with the Candidate Information Booklet for the post.

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