Comhairle Cathrach Chorcaí
Cork City Council

Information and Communications Technology (ICT) Specialist

(Grade V)

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.

THE ROLE

Cork City Council invites applications, on the official application form, from suitably qualified persons, who wish to be considered for inclusion on a panel from which temporary and permanent vacancies for the position of ICT Specialist (Grade V) in the ICT Department may be filled.

The ICT Specialist (Grade V) - will be a member of the Programme Management Team of Cork City Council's ICT Department. The team manages the implementation of a wide range of projects that support the enhancement of the Council's digital environment. The team supports business systems and applications as well as end users. The role may involve working with various systems and technology including:

- SharePoint & MS365,
- GIS Solutions,
- Web Application,
- Enterprise ERP, HRM and CRM, CMS solutions,
- Infrastructure and Communications implementations.

The role demands an ability to enhance the Council's digital environment, deliver innovative technology solutions, and contribute to the ongoing development and optimisation of the Council's services. The ICT Specialist will collaborate with internal and external stakeholders to identify opportunities for improved technology adoption and ensure the successful execution of strategic ICT initiatives.

DUTIES

The key duties and responsibilities of the post of Information and Communications Technology (ICT) Specialist (Grade V) will include:

- Supporting the end user of various business systems
- Assisting Project Leaders in developing requirements specifications, functional specifications and project plans,
- Identifying and advancing opportunities for increased effectiveness and efficiency of the organisation through the use of technology.
- Additional duties as may be assigned by the Head of the ICT Department 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.**

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

I. **A)** 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 2 years directly relevant, recent ICT hands-on experience form your employment to date*****

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OR

B) 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 3 years directly relevant, recent ICT hands-on experience form your employment to date*****

OR

C) A Qualification at Level 7 on the National Framework of Qualifications (NFQ) major award (i.e. ordinary degree), in a relevant computing discipline and at least 3 years directly relevant, recent ICT hands-on experience form your employment to date*****

OR

D) A Qualification at Level 6 on the National Framework of Qualifications (NFQ) in a relevant computing discipline and at least 4 years directly relevant, recent ICT hands-on experience form your employment to date*****

AND

ii.   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. Driver's 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.

5. Essential Requirements

Demonstrable knowledge and experience in at least **two** the following areas:

a) MS365 administration, development, or configuration,
b) Enterprise level application deployment and support,
c) Management of outputs in an ICT project lifecycle,
d) Business Systems Analysis and Design,
e) Web Content management System (CMS) design and management,
f) Information systems/data security design and implementation,
g) ICT Process Improvement,
h) Vendor or Risk management

AND

Experience in **two** of the following:

a) Business Process analysis and improvement,
b) Completing requirements analysis and preparing business justification documentation,
c) Options analysis and recommendations,
d) Managing components of ICT project lifecycles,
e) Diagnostic and problem solving,
f) Delivering on business needs in complex ICT environment,
g) Managing the relationship with external suppliers and/or internal stakeholders.

6. Desirable Experience

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

a) Development, administration & maintenance of Microsoft SharePoint
b) Web Content management System (CMS) design and management
c) Microsoft Power BI design, configuration and support

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    d) Technical and business support for enterprise level business applications and systems such as Core (HRM), JDE (ERP), Agresso, MS Dynamics (CRM) or Content Management Systems (CMS) equivalents

    e) Technical and business support for enterprise level GIS solutions such as ARCGIS or equivalents including creating and maintaining spatial datasets,

    f) Technical support for a business or corporate web and on-line environment including:

- IIS or Apache,
- HTML development,
- Content Management solutions,
- Experience of Domain and Security Certification requirements,
- Web publishing requirements,
- Application, system or data migration processes.

7. <u>Desirable Competencies</u>

The ideal candidate will be able to demonstrate a strong ability in the following competency areas: *(Please see Competency Framework below, page 8 & 9)*

- o Delivering Results - Delivering Quality Work and Services
- o Performance through People - Communicating Effectively
- o Personal Effectiveness - Personal Motivation and Initiative

8. <u>Citizenship</u>

Candidates <u>must</u>, 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 ICT Specialist (Grade V) is:

€50,206 - €51,705 - €53,236 - €54,799 - €56,374 - €58,209 (LSI1) - €60,051 (LSI2)

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.

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COMPETENCY FRAMEWORK

Candidates are expected to be able to demonstrate in their application and at interview that they possess the following competencies through the experience and skills they have gained to date under each of the following specific areas:

Delivering Results - Delivering Quality Work and Services

Sets and implements high standards of service delivery and closely monitors quality of activities and takes initiatives to improve work processes over time

- Sets out clear standards for the quality of all main work areas.
- Regularly reviews and measures quality of work.
- Demonstrates strong customer service ethic, with both internal and external customers.
- Intervenes immediately and decisively where there is a problem with service quality.

Performance through People - Communicating Effectively

Recognises the value of and requirement to communicate effectively. Has good written, verbal and interpersonal skills.

- Influences others effectively to get support and commitment to proposals or suggestions.
- Makes a case in a confident and credible manner.
- Is assertive enough to stand one's ground.
- Explains services and processes clearly to others.

Personal Effectiveness - Personal Motivation and Initiative

Is enthusiastic about the role and is motivated in the face of obstacles. Adopts a positive work attitude and takes the initiative and is proactive in addressing issues.

- Responds positively to the challenges of the job.
- Learns from experience and seeks to constantly improve performance.
- Is open to take on new challenges or responsibilities.
- Makes best use of time to complete allocated tasks.

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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