

**Job Description**

**Initial assignment: Two Year Fixed Term Senior Staff Officer (Grade VI Post) - Head Office**

**Corporate, Capital & Technology Department**

**Nature of Post**

Initial assignment 2 year Fixed Term (linked to staff member on temporary re-assignment) - 37 hours per week

**Location**

Appointment is to the Scheme – Kerry ETB reserves the right to assign a staff member to any other location, as the service exigencies require. Your centre of first assignment will be Kerry Education and Training Board Head Office, Centrepoint, John Joe Sheehy Road, Tralee, Co. Kerry.

**Reporting/Accountability Relationship**

The Senior Staff Officer (Grade VI) reports to the Head of Corporate, Capital & Technology Department (CCT).

**Post Summary/Purpose:**

This post is a supervisory position within Kerry ETB and will be assigned responsibility for the day to day operation and supervision of work areas, section or team.

The post holder will promote and maintain best practice throughout the CCT Department to ensure a quality service is delivered at all times.

The person appointed will be required to be flexible in this position and must be prepared to undertake such other duties as assigned by the Head of CCT. Such duties can be outside normal area of work

**Role Duties:**

1. The Implementation and delivery of ICT projects to the highest standard using full range of management disciplines.
2. To deploy, configure, support and manage Kerry ETB’s network technologies
3. Administration, security and support of Microsoft technologies in Kerry ETB including Active Directory, Group Policy, Azure AD Connect, Office 365 Tenancy.
4. Creation and maintenance of comprehensive technical documentation.
5. Management of a team, including third party ICT support company, that have responsibility for key components of I.T infrastructure particularly in the areas of Security, Active Directory, storage and server, across all Schools and Centres in Kerry ETB.
6. Project management of ICT related projects across Kerry ETB.
7. Providing guidance on best practice, including infrastructure configuration, user and identity management and data security controls
8. Point of contact for escalation of Service Desk issues
9. While working under supervision the post holder will be expected to take significant initiatives in their work and consult with the Head of CCT on the details of projects.
10. Develop, oversee the implementation of, and review all policies and procedures relevant to  
    areas of responsibility, to ensure each area operates effectively and in accordance with  
    legislation.
11. Provide professional support and advice to all Line Managers in relation to areas of  
    responsibility.
12. Attend relevant meetings and contribute their ideas, and/or enhancement of approaches or practices.
13. Involved in administration relevant to projects e.g. report writing.
14. Keep up to date with developments, Circular Letters, DoE/DFHERIS/SOLAS Report Requirements
15. Undertake tasks in other areas of the CCT Department as assigned by the Head of CCT.
16. Be accountable to the Head of CCT in all matters relating to areas of responsibility.
17. Promoting a governance culture.
18. Contribute to the setting of organisational tone through policies and the development and  
    promotion of good internal controls in relevant areas of responsibility.
19. Support Performance Management development for staff, and identify the requirements  
    needed to ensure the organisation can deliver a high quality service to staff and learners.
20. Develop capability of others through supportive feedback, coaching and creating opportunities  
    for skills development.
21. Bring a focus and drive to building and sustaining high levels of performance, addressing any  
    performance issues as they arise.
22. Attend and contribute to working groups and committees of Kerry ETB, as requested.
23. Represent the CCT Department of Kerry ETB at meetings, if required, with external  
    agencies/bodies/groups that are necessary for the proper discharge of the post.
24. Maintain a strong focus on self-development, seeking feedback, coaching and creating opportunities for self-development.
25. Maintain an efficient and effective filing system for all key documents.
26. Plan and prioritise work in terms of importance, timescales and other resource constraints, re-prioritising in light of changing circumstances for self and department.
27. Carry out any other duties appropriate to the grade and administrative functions which may be assigned from time to time.

The above list of accountabilities may be varied having regard to the changing needs of the Scheme and the terms of the post can include delivery of responses to unpredictable work demands as they arise.

**Person Specification**

**Two Year Fixed Term Senior Staff Officer (Grade VI Post)**

**ESSENTIAL REQUIREMENTS**

**As per Circular Letter 46/2017 candidates must (*by closing date for receipt of applications):***

* Have the requisite knowledge, skills and competencies to carry out the role. Competencies will be informed by best practice Public Appointment Service competency frameworks for the Irish Public Service;
* Be capable and competent of fulfilling the role to a high standard;
* Have obtained at least Grade D3 in five subjects in the Leaving Certificate Examination (higher, ordinary, applied or vocational programmes) or equivalent or have passed an examination at the appropriate level within the QQI qualifications framework which can be assessed as being of a comparable to Leaving Certificate standard or equivalent or higher or have appropriate relevant experience which encompasses equivalent skills and expertise;

**DESIRABLE REQUIREMENTS**

* Achieved or be at an advanced stage of working towards a Level 6 ICT qualification or higher on the National Framework of Qualifications
* IT Qualification (MCP, CCNA, ITIL, CompTIA, Microsoft, etc.)
* Qualification in project management
* Highly developed observation skills: ability to work in a highly accurate manner, paying close attention to detail and keeping records of their work.
* Ability to collect and analyse large amounts of information from different sources efficiently and effectively.
* Knowledge/experience of process mapping software.
* Excellent writing and verbal skills
* Excellent administrative and IT skills

**Competences required**

Kerry ETB Core Values of Respect, Quality, Equality, Inclusion and Learning are the guiding principles of the organisation and underpin the competencies required to fulfil this role.

The person appointed to the above post will be required to show evidence of the following competences:

**Specialist Knowledge, Expertise and Self Development**

* Clearly understands the role, objectives and targets and how they fit into the work of the Organisation.
* Develops the expertise necessary to carry out the role to a high standard and has a thorough understanding of the Code of Practice for the Governance of Education and Training Boards
* Is proactive in keeping up to date on issues and key developments that may impact on the Department and/or wider ETB service
* Consistently reviews own performance and sets self-challenging goals and targets

**Leadership Potential**

* Is flexible and willing to adapt, positively contributing to the implementation of change
* Contributes to the development of policies in the Department/Organisation
* Seeks to understand the implications of taking a particular position on issues and how interdependencies need to be addressed in a logical and consistent way
* Maximises the contribution of the team, encouraging ownership, providing support and working effectively with others
* Formulates a perspective on issues considered important and actively contributes across a range of settings

**Analysis & Decision Making**

* Is skilled in policy analysis and development, challenging the established wisdom and adopting an open-minded approach
* Quickly gets up to speed in a complex situation, rapidly absorbing all relevant information/data (written and oral
* Uses numerical data skilfully to understand and evaluate service issues
* Identifies key themes and patterns in and across different sources of information, drawing sound and balanced conclusions
* Sees the logical implications of taking a particular position of an issue

**Delivery of Results**

* Assumes personal responsibility for and delivers on agreed objectives/goals
* Manages and progresses multiple projects and work activities successfully
* Accurately estimates time parameters for projects and manages own time efficiently, anticipating obstacles and making contingencies for overcoming these
* Maintains a strong focus on meeting the needs of customers at all times
* Ensures all outputs are delivered to a high standard and in an efficient manner
* Use resources effectively, at all times challenging processes to improve efficiencies

**Interpersonal & Communication Skills**

* Communicates in a fluent, logical, clear and convincing manner verbally and in writing
* Is able to listen effectively and develop a two-way dialogue quickly
* Maintains a strong focus on meeting the needs of internal and external customers
* Effectively influences others to take action
* Works to establish mutual understanding to allow for collaborative working

**Drive & Commitment to Public Service Values**

* Consistently strives to perform at a high level
* Maintains consistent effort under pressure and is resilient to criticism or setbacks at work
* Demonstrates high levels of initiative, taking ownership for projects and demonstrating self sufficiency
* Is personally trustworthy and can be relied upon
* Places the citizen at the heart of all process and systems.