



**BORD OIDEACHAIS AGUS OILIÚNA CHIARRAÍ
KERRY EDUCATION AND TRAINING BOARD**

Job Description

Permanent Assistant Staff Officer (Grade IV) ICT Department Head Office

Nature of Post

Permanent full-time position 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.

Reporting/Accountability Relationship

The Assistant Staff Officer reports to the Head of ICT Department/IT Administrator.

Post Summary/Purpose:

This is an ICT support/procurement role within a small ICT Department where there is a large variety of requirements. Candidates should have the ability to be self-directed, proactive and flexible. Very much a team orientated post. The successful candidate will be responsible for the procurement of all ICT equipment within national procurement guidelines for Kerry ETB as well as deputising for the ICT Administrator and supervising day to day break/fix issues.

The appointee will be responsible for;

1. Supporting the IT Administrator in the successful running of the ICT infrastructure for Kerry ETB HQ including virtual environment, patching, firewalls, switches and services.
2. Supporting all department projects with the Head of ICT and IT Administrator.
3. The supervision of tender and purchasing of all ICT equipment/software/services for Kerry ETB HQ, Schools and Centres.
4. The supervision and control of the purchase and setup of electronic devices including encryption, Mobile Device Manager and services.
5. Providing ICT Support for staff at HQ and all HQ ICT equipment.
6. The support of Kerry ETB Exchange & 365 Email solutions.
7. The supervision of the Annual Microsoft Campus Licence Agreement Tender.
8. The maintenance and update of Kerry ETB Website.
9. The support and direction of grade 3 ICT support staff.
10. Support of Kerry ETB SharePoint Platform.
11. The support and development of ICT Policies and Procedures.
12. Undertake tasks in other areas of the ICT Department as assigned by the Head of Department.
13. Be accountable to the Head of Department in all matters relating to areas of responsibility.
14. Assist in the planning, development and implementation of new systems as required with special reference to the introduction and development of computerised systems

15. Liaise with staff in other departments, the public and outside agencies in a confidential, courteous and professional manner.
16. Ensure all information received within the Department remains confidential.
17. Contribute to the setting of organisational tone through policies and the development and promotion of good internal controls in relevant areas of responsibility.
18. Ensure the information delivered to managers, staff and other stakeholders is relevant, appropriate and timely, and in line with Kerry ETB policies and procedures.
19. Attend, as required, working groups and committees of Kerry ETB.
20. Represent the ICT Department of Kerry ETB at meetings, if required, with external agencies/bodies/groups that are necessary for the proper discharge of the post.
21. Maintain a strong focus on self-development, seeking feedback and opportunities for growth.
22. Research issues thoroughly, consult appropriately to gather all information needed on an issue.
23. Plan and prioritise work in terms of importance, timescales and other resource constraints, re-prioritising in light of changing circumstances for self and relevant staff teams.
24. Carry out lawful orders of the Chief Executive.
25. Carry out any other duties appropriate to the grade 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

This post is open to existing members of Kerry ETB administration and caretaking staff.

As per CL 0008/2017, candidates for a Grade IV post must:

- 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 comparable to Leaving Certificate standard or equivalent or higher or have appropriate relevant experience which encompasses equivalent skills and expertise;

Desirable Criteria

- Achieved or be at an advanced stage of working towards a relevant Level 6 qualification or higher on the National Framework of Qualifications
- Have a natural aptitude to learn new technologies and develop skills as well as research new technologies for introduction to Kerry ETB
- Have the ability to process complex documentation required for procurement of ICT
- Understanding of; PC/laptop hardware, operating system software and application software, Printers (both networked and local), Mobile phones and Tablets operation and support.
- Basic understanding of IP networks and how to diagnose
- Knowledge of Windows Server 2012 and Active Directory
- Knowledge / experience of Virtualised Environment
- Possess well-developed decision making abilities.

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:

People Management

- Leads others, monitoring performance and trying to get the best out of people
- Allocates work fairly and appropriately and ensures that everybody does their fair share
- Addresses any performance issues in a timely, appropriate and constructive manner
- Involves others in decisions that affect them, allocating work fairly and appropriately
- Demonstrates trust in others to deal with important tasks and acknowledges a job well done
- Helps team members to identify their own and their team's learning and development needs in line with objectives
- Helps build effective relationships and resolve disagreements between team members
- Acts as an effective link between staff and other managers

Information Management and Decision Making

- Follows procedures and ensures they are implemented in own area, understanding the rationale behind them
- Reviews completed work regularly and acts on learning points

- Evaluates current work practices to identify changes that could be made to improve efficiencies
- Can work effectively on a number of tasks at the same time
- Is comfortable working with and manipulating a range of data, e.g. numerical, written etc.
- Makes sound appropriate decisions in a confident manner and can justify and stand by them

Delivery of Results

- Delivers results on time and to a high standard
- Takes responsibility for own work and the work of the team
- Plans and prioritises the work schedule, ensuring the efficient use of all of the resources available and delivering on objectives even with multiple or conflicting demands
- Evaluates the current work practices to identify changes that could be made to help them run more effectively
- Maintains accurate records and monitors work, ensuring any errors are identified and rectified
- Appreciates the need to delegate work appropriately rather than doing everything oneself

Interpersonal & Communication Skills

- Shows respect, tact and maintains composure when dealing with customers or staff members
- Demonstrates the ability to be assertive and negotiate when necessary, communicating in a clear and confident manner whilst remaining approachable and polite
- Listens to others and invites feedback, dealing with information in a constructive way
- Influences others by actively listening and clearly expressing their position
- Produces written letters /reports in a clear and concise manner

Specialist Knowledge, Expertise and Self Development

- Develops and maintains the skills and expertise required to perform in the role effectively, e.g. relevant technologies, IT systems, relevant policies etc
- Has a clear understanding of the role, objectives and targets and how they fit into the work of the unit and Department/ Organisation and communicates this to the team
- Leads by example, being committed to self development and enhancing the knowledge and skills required to improve performance

Drive & Commitment to Public Service Values

- Consistently strives to perform at a high level, demonstrating flexibility and finding solutions to overcome obstacles
- Serves the Government and people of Ireland
- Can work independently without excessive guidance or support
- Demonstrates resilience in the face of significant demands and challenges
- Ensures that the customer is at the heart of all services provided
- Is personally honest and trustworthy
- Acts with integrity and supports this in others