Information Communication Technology Systems Administrator – Higher Executive Officer
(Full-Time, Permanent Post)

GENERAL JOB DESCRIPTION
Duties and Terms & Conditions of Employment

1. PREAMBLE

Mary Immaculate College is an autonomous, university-level, Catholic College of Education and the Liberal Arts. Founded in 1898, and linked academically with the University of Limerick, MIC is the oldest higher education institution in Limerick. Significant expansion in recent decades has seen the College's menu of educational programmes expand across two impressive campuses, one based in the heart of Limerick City and one in Thurles, Co. Tipperary. The diverse student community is made up of more than 5,000 learners, participating in ten undergraduate degree programmes and a wide range of postgraduate programmes up to and including doctoral level. Academic staff members engage in professional academic research activities, and research underpins all teaching and learning at the College.

MIC seeks to prepare its students for professional excellence and to nurture their capacity to lead flourishing lives.

2. CANDIDATE PROFILE AND SCOPE OF THE POSITION

Mary Immaculate College wishes to appoint an Information Communication Technology Systems Administrator on a permanent, full time basis.

In order to be considered for this position candidates must have:

a) A level 7 degree or equivalent relevant experience.
b) 5 years' experience in an ICT Department in an educational setting.
c) Excellent planning, organisation and delegation skills.
d) An innovative and strong commitment and dedication to ensuring tasks are completed on time and to high standards.
e) Ability to set own priorities, meet tight deadlines, work effectively under pressure and work as part of a team and independently.
f) Experience of effective procurement, governance and budgetary requirements for ICT in the public service.
g) Excellent people management skills, with the ability to work collaboratively in consultation with key internal and external stakeholders to achieve strategic and operational change.
h) Customer focus experience with the objective of delivering high quality services.

i) Excellent knowledge of Data Protection and experience of dealing with ICT Data Protection issues.
j) Proven experience of involvement in ICT implementation projects.
k) Evidence of analysis and problem solving with the capability of identifying opportunities and generating new ideas to meet medium and strategic goals.
l) Experience of leveraging technology to increase productivity.
m) The ability to quickly grasp and understand complex issues and the impact on service delivery.
n) Excellent negotiation skills and evidence of delivering results
o) Knowledge and proficiency across a variety of ICT technology in use in an educational setting including Office 365 products, SharePoint, VLE, Student Information Systems etc.
p) Knowledge of ITIL.
q) Excellent verbal and written communication skills.

Candidates must indicate clearly in their applications how they meet each of these pre-requisites. Candidates will be shortlisted on the basis of these criteria.

Cuirfear fáilte roimh iarratais ó dhaoine go bhfuil dearcadh dearfach acu i leith na Gaeilge. Applications are welcome from people who have a positive outlook to Irish.

Please note that current government policy may have implications for the re-employment of applicants who are currently in receipt of a public sector pension.

3.   JOB DESCRIPTION

Reporting Relationship

The appointee is required to carry out the duties attached to the post, under the general direction of the Director of ICT, to whom he/she reports, and to whom he/she is responsible for the performance of these duties in the first instance. The appointee will report through the Vice President of Administration and Finance, to the College President and/or to such other College Officers as the President may designate from time to time. He/she will liaise with the Deans of Arts and Education, Heads of School and Department, Course Leaders, Head of Professional Services functions, other College personnel and relevant College bodies in carrying out the duties attached to the post.

The reporting relationship may be subject to review from time-to-time, in line with service needs and developments in the College.

Duties and Responsibilities

The duties of the post include the following:

- Organising, arranging and coordinating meetings including preparing all documentation relating to meetings.
- Preparing ICT annual budget, scheduling expenditures and analysing variances.
- Preparing all written reports in relation to ICT Services for both internal and external distribution.
- Ensuring all written and web documentation related to ICT Services is accurate and up to date, including information in relation to services offered by ICT.
- Liaising with the central procurement service within MIC to ensure compliance at local ICT Services level.
- Ensuring all ICT controls are documented and compliance records are retained for audit purposes.

- Keeping ICT management informed by reviewing and analysing reports, summarizing information and identifying trends.
- Supporting Quality Assurance within ICT Services including the preparation of documentation related to all associated reviews.
- Managing the full lifecycle of all ICT assets from procurement to disposal.
- Ensuring appropriate systems/processes documentation to support quality checking of all activities and outputs.
- Providing historical reference by ensuring retention, protection, retrieval, transfer, and disposal of records in compliance with MIC's Data Retention Policy.
- Maintenance and reporting of metrics in relation ICT user support.
- Handling external or internal ICT communications as required.
- Contributing to the ICT Services team effort by accomplishing related results as needed.
- Proactively identifying areas for improvement within the scope of the role and developing practical suggestions for their implementation.
- Delivering the best possible results with the resources available.
- Willingness to adapt, positively contributing to the implementation of change.
- Promoting a strong focus on delivering high quality customer service, for internal and external customers.

As the work requires that the staff function in a flexible manner, and work together as a team. The College retains the right to assign new duties and/or re-assign staff to other areas of the College in response to service needs.

4. TERMS AND CONDITIONS OF EMPLOYMENT

General

All persons employed will sign an appropriate contract, which will contain terms and conditions of the employment. A job description is given to all applicants for employment and this will form part of the contract documentation.

Place of Work

The appointee's place of work will be Mary Immaculate College, Limerick. The College reserves the right to require the post holder to work from any other location.

It is a requirement of the College that the appointee must reside within a reasonable distance of the College.

Exclusivity of Service and Outside Work

The person appointed will be required to devote his/her full-time attention and abilities to his/her duties during his/her working hours in the College and to act in the best interest of the College at all times. Therefore, for as long as the successful applicant is working in the College, he/she may not, without the prior written consent of the College, be actively engaged or concerned in any way, either directly or indirectly, in any other business or undertaking where this is or is likely to be in conflict with the College's interests or the performance of the duties that the person has been employed for.

The appointee will not, during his/her tenure of office, undertake paid outside work unless he/she has received the permission of the Vice President Academic Affairs (VPAA) to undertake such work on the terms and conditions as agreed for the particular undertaking in question. In every case, it is the duty of the appointee to seek in writing the prior permission of the VPAA. It is also the duty, in every

case, of the appointee to inform the person or body for whom the work is being undertaken, that the work is being conducted in a private capacity and that the College cannot in any circumstances be responsible for such work.

Probationary Period

All appointments are subject to satisfactory completion of a 9 month probationary period. The probationary period may be extended at the discretion of the College but will not in any case exceed 11 months. Absences during the period of probation will extend the probationary period. Performance and conduct during the probationary period will be monitored through a process of assessment meetings. Termination of employment during the probationary period will be at the discretion of the College. An abridged version of the disciplinary procedure will apply to employees on probation who have been employed by the College for less than 12 months.

Hours of Attendance

Full time hours are 37 hours per week.

The normal hours of duty are Monday to Thursday, 9am to 5.15pm and Friday 9am to 4.45pm with a 45 minute lunch break each day. However, the duties attaching to the position are such that the post holder may be required to work evenings/weekends on occasion to accommodate service needs. No overtime will be paid but "Time-Off-In-Lieu (TOIL)" will be allowed where the 37 hour week threshold is exceeded.

The College reserves the right to adjust starting and finishing times or days of duty to meet service needs.

Salary

The Salary scale for this position has been approved by the Department of Education & Skills and the Higher Education Authority in line with Government Policy on Public Sector remuneration. The rate of remuneration may be adjusted from time to time in line with Government pay policy. The appointment will be made on the salary scale at a point in line with current Government Pay Policy. New entrants to the Civil or Public Sector, as defined in Circular 18/2010, will commence on the first point of the salary scale.

The grade for the post of **Information Communication Technology Systems Administrator** is Higher Executive Officer.

With effect from 1st September 2019, the annual salary scale for the grade of Higher Executive Officer (Grossed up) is:

€48,868; €50,297; €51,723; €53,147; €54,576; €56,003; €57,429; €59,489 (LSI); €61,545 (LSI)

Increments are awarded in line with national pay agreements.

Salary will be paid on a monthly basis on the 25th of each month, or the previous Friday if 25th falls on a weekend, using the Paypath facility. Payment of salaries and wages are subject to statutory deductions, i.e. Income Tax (PAYE), Superannuation Contributions, Pay Related Social Insurance (PRSI) and Universal Service Charge (USC).

Superannuation

New entrants appointed will be required to participate in the Single Public Service Pension Scheme and pay Superannuation contributions at the appropriate rates in accordance with the provisions of

the Public Service Pensions (Single Scheme and Other Provisions) Act, 2012. Details of this scheme can be obtained from the College's website.

All other eligible appointees are automatically included in the Colleges' of Education Pension Scheme on taking up appointment. In compliance with the Colleges of Education Pension Scheme, deductions amounting to 6.5% are made from salary. Details of the regulations concerning the Colleges' of Education Pension Scheme may be obtained from the College's Human Resources Office.

The appointee will be required to pay Additional Superannuation Contribution (ASC) under the provisions of the Public Service and Pensions Act 2017.

Appointees who commenced employment in the public service between 1st April 2004 and 31st December 2012 and have not had a break in employment of greater than 6 months will have no mandatory retirement age. All other appointees will have a mandatory retirement age of 70.

Staff who are not eligible for membership of the Colleges' of Education Pension Scheme or the Single Public Service Pension Scheme may avail of a PRSA (Personal Retirement Savings Account). A designated PRSA provider has been nominated by the College and staff who are not eligible for membership of the aforementioned schemes should contact the Finance Office for further information on PRSA.

Annual Leave

The annual leave entitlement for this grade is 27 working days per leave year. Annual leave should be taken when students are off campus and the taking of leave must have the prior approval of the relevant Line Manager.

Public Holidays are granted in accordance with the provisions of the Organisation of Working Time Act, 1997.

Sick Leave

Employees who have a minimum 3 months continuous employment with the College may be granted sick pay subject to the terms of the Public Service Sick Leave Scheme. Sick pay is contingent on full cooperation and compliance with the Colleges absence management procedures.

Termination of Employment

At least two calendar months written notice is required to resign this post.

On the termination of employment but before departing from the College, staff members are required to return to the College all books, reports, memoranda, correspondence, papers, records, reports, files including data held on electronic files, computer disks, electronically recorded discs, and any other documentation, and all other property, including office keys, belonging to the College or relating to its business or affairs which are in the possession of a staff member or under his/her control when the employment is terminated.

Confidentiality

In the course of working in Mary Immaculate College, the person appointed may have access to or hear information concerning staff and/or students and/or the functioning and the business of the College. Such information acquired in the course of employment with the College, including any aspect of the College's responsibilities or operations, is considered to be confidential information. On no account must information concerning students, staff or other College business be divulged or

discussed except in the performance of normal duties and, unless authorised to do so, this information shall not be communicated to a third party. In addition, records must never be left in a manner that unauthorised persons can obtain access to them and must be kept in safe custody when no longer required.

Health & Safety

Mary Immaculate College attaches the highest regard to the safety, health and welfare of its employees. It is the duty of each employee to take reasonable care to protect the health and safety of themselves and of other people in the workplace. Each employee must comply with all health and safety policies and procedures in operation in Mary Immaculate College and familiarise him/herself with the Safety Statement.

Employees are obliged to wear any PPE (Personal Protective Equipment) that they may be provided with and no person shall intentionally or recklessly interfere with or misuse any appliance, protective clothing or other equipment provided in the workplace for health and safety purposes. Employees are statutorily/legally obliged to ensure that any accidents/incidents which may occur are reported promptly to the Health and Safety Officer on the MIC Accident/Incident Report Form.

College Policies, Rules and Regulations

The College is a Public Sector employer and is bound by National Agreements. It is also bound by regulations, circulars and directives issued on behalf of Government by the Department of Finance, the Department of Education & Skills and the Higher Education Authority.

Employees are at all times subject to the provisions of the College policies, rules and regulations. These policies include but are not confined to Disciplinary & Grievance Policies, Dignity at Work, Examination Rules & Regulations, Policy on Responsible Computing and Use of Information Technology Facilities. These policies are outlined on the College's Staff Portal for College employees. All employees are required to familiarise themselves with the contents of the Policies and Procedures, on the College's Staff Portal.

5.   APPLICATION AND SELECTION PROCESS

Method of Selection for Recommendation

Shortlisting
An expert group will convene to conduct shortlisting of all applicants, measured against the pre-determined criteria required of the position.

Normally the number of applications received for a position exceeds that required to fill the position. While a candidate may meet the eligibility requirements of the competition, if the numbers applying for the position are such that it would not be practical to interview everyone, the College may decide that a limited number will be called to interview.   This is not to suggest that other candidates are necessarily unsuitable to undertake the job, rather that there are some candidates, based on their application, appear to be better qualified and/or have more relevant experience. It is incumbent, therefore upon the applicant, to ensure that all relevant information is included in their application and that they clearly identify how they meet the specified candidate criteria.

The selection process may include an aptitude assessment of one or more of the essential competencies for the post.

Interview

A recommendation for appointment will be made by an interview board. The appointment will be based on this recommendation, except where considerations of health or an unsuitable record in previous employment warrants a departure. A panel will be formed from which temporary and permanent appointments to the position of Information Communication Technology Systems Administrator may be filled during the life of the panel (12 months).

Candidates must produce satisfactory documentary evidence of all training and experience claimed by them, if required.

Medical Examination

For the purpose of satisfying requirements as to health, successful candidates, before being appointed, may be required to undergo pre-employment health screening.

Garda Vetting

All successful applicants will be required to participate in Garda vetting. Specific instruction on this process will be given at the appropriate time. Applicants who do not comply with the College's requirements in this regard will be excluded from consideration for appointment.

Making of Applications

Applications must be submitted in typed format. Handwritten applications will **not** be accepted. Incomplete applications will **not** be accepted.

Application forms for this post may be accessed on the Mary Immaculate College website www.mic.ul.ie/about-mic/vacancies. Please fully complete the application form and send it to recruitment@mic.ul.ie with the subject title – **Information Communication Technology Systems Administrator -** no later than:

<center>

2p.m. **on Tuesday, 14th January, 2020**

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Late applications will not be accepted.

The College will not be responsible for any expenses, including travelling expenses, which candidates may incur in connection with their candidature.

Any attempt by a candidate either personally or through any other person, on their behalf, to canvass or otherwise influence the outcome of the selection/interview process in his/her favour will lead to disqualification from the competition. Any representations made on behalf of a candidate, without his/her knowledge will be ignored.

Mary Immaculate College is an equal opportunities employer.

December 2019