

2 December 2016

Circular 23/2016:
SENIOR INFORMATION COMMUNICATIONS TECHNOLOGY (ICT)
SPECIALISTS
in the Civil Service
(HEO level)

A Dhuine Uasail,

1. I am directed by the Minister for Public Expenditure and Reform to say that the Public Appointments Service (PAS) will hold an interdepartmental competition to set up a panel from which appointments as Senior Information Communications Technology (ICT) Specialists in the Civil Service may be made.

2. SENIOR INFORMATION COMMUNICATIONS TECHNOLOGY (ICT) SPECIALIST

Introduction:

Employing 35,000 people across 16 Government Departments and other Offices and with a vision to provide a world-class service to the State and to the people of Ireland, the civil service is committed to a digital strategy. A key document, which sets out this vision, is the Civil Service Renewal Plan. It contains a series of actions for the Civil Service one of which, Action 19, commits to expanding the ICT capacities of Departments and increasing efficiencies by creating common systems and infrastructure. ICT is clearly recognised as a critical component for the successful delivery of many existing public services. The Public Service ICT Strategy will enable the Public Service to build on these successes and use ICT to operate in a more efficient, shared and integrated manner across all of Government. Through innovative use of ICT, citizens will be able to engage with Government through new digital channels and better efficiencies will be achieved through sharing across the wider public service. Senior ICT Specialists, recruited from this campaign, will play a significant role in delivering on this strategy.

Overview of the role:

We are now creating panels for Senior ICT specialists to fill opportunities which will arise across a range of Departments and Offices. This is a role which offers an opportunity to develop a career in ICT in some of the largest organisations in the state.

There are 2 streams, or areas of specialism, in this campaign with opportunities to be placed on panels as follows:

Stream 1 - Senior ICT Development Specialist

Stream 2 – Senior ICT Infrastructure and Operations Specialist

- **Regional Recruitment**
- **It is proposed to establish regional panels as set out in the table below from which vacancies will be filled, should they arise. It should be noted however that it is expected that the majority of vacancies will be in Dublin.**
- **On the application form candidates may select up to a maximum of two regions.**
- **If vacancies are not filled in all regions, PAS may contact candidates from other regions to fill these posts.**

<i>REGION SELECTION (UP TO A MAX OF 2)</i>			
	Carlow		Longford
	Cavan		Louth
	Clare		Meath
	Cork		Monaghan
	Donegal		Mayo
	Dublin		Offaly
	Galway		Roscommon
	Kerry		Sligo
	Kildare		Tipperary
	Kilkenny		Waterford
	Laois		Wicklow
	Leitrim		Westmeath
	Limerick		Wexford

Stream 1 – Senior ICT Development Specialist will suit candidates with an interest in further developing their ICT career in areas such as software and applications development and testing, web development, data management, data base administration, project management, business analysis/ discovery, business intelligence and data analysis.

Stream 2 – Senior ICT Infrastructure and Operations Specialist will suit candidates with an interest in further developing their ICT career in areas such as enterprise architecture, technical infrastructure service design and delivery, telecommunications and networking infrastructure delivery support, technical support, ICT service management, operations and server support, ICT security, Cloud computing and project management.

Candidates can apply for positions in either or both streams so long as they meet the relevant essential qualifications and experience criteria set out below.

Successful candidates will be encouraged and supported to undertake further training and certification so as to build expertise in the area they are appointed to.

Requirements Qualifications and Experience:

Candidates must have, on or before the closing date:

Senior ICT Development Specialist:

Essential -

- A)** Level 7 qualification in a relevant Science, Technology, Engineering and Mathematics (STEM) discipline and 3 years directly relevant ICT hands on experience
- or**
- B)** 5 years directly relevant hands on experience in the area of ICT Development (this can include areas such as programming, testing web development, database administration or data analysis) **with**
- a. either a Level 6 qualification in a relevant STEM discipline
 - or**
 - b. at least 2 Professional Certificates in a relevant area of ICT

Senior ICT Infrastructure and Operations Specialist:

Essential -

- A)** Level 7 qualification in a relevant STEM discipline and 3 years directly relevant ICT hands on experience
- or**
- B)** 5 years directly relevant hands on experience in the area of ICT Infrastructure and Operations support (this can include areas such as infrastructure and network support, technical and user support, operations and server support, ICT security, and Cloud computing) **with**
- a. either a Level 6 qualification in a relevant STEM discipline
 - or**
 - b. at least 2 Professional Certificates in a relevant area of ICT

Candidates for both posts must also be able to demonstrate that they can provide effective leadership, to a team of IT specialists ensuring a focus on continuous improvement and service delivery.

Duties of the post:

The specific technical duties of these posts will largely be determined by the area to which you are assigned but in general will include some or all of the following:

- Develop and support end-to-end business application solutions, or infrastructure and operations solutions, across a broad set of leading technologies including reporting, interfacing and business intelligence solutions;
- Promote the effective use of ICT to support the Business of the organisation;
- Demonstrate and maintain a broad knowledge of technology solutions, current trends and techniques and proactively pursue new technology developments;

- Takes responsibility and is accountable for ensuring issues are resolved or escalated to the proper resources to resolve in a timely manner with minimum disruption to the operational areas.
- Critically evaluate and analyse business information, translating business requirements into design options that are (i) cost effective (ii) efficient (iii) sustainable and reusable, (iv) comply with standards and (v) enhance business processes;
- Ensure that all IT security policies and procedures are adhered to;
- Participate in the development and roll out of ICT policies as required;
- Create and maintain comprehensive technical documentation
- Provide effective leadership to a team of IT specialists ensuring a focus on continuous improvement and service delivery
- Manages a range of project groups and quality improvement initiatives at the same time both in relation to ICT Projects and non ICT specific projects, managing issues and risks and driving progress to ensure project timelines are met
- Working with business units to help identify ICT needs;
- Explaining complex technical information to a non-technical audience;
- Working within and across Departments and functions as may be required to deliver on projects which have a cross functional relevance;
- Undertaking such training and development as may be required to ensure that you stay up to date with the technologies in your area of operations;
- Ensure technical solutions are efficient, cost-effective, re-usable and meet all standards;
- procurement of ICT services and products
- Vendor and contract management
- Such other duties as may be assigned from time to time by your supervisor.

3. Eligibility

The eligibility requirements in this competition reflect those set out in General Council Agreed Report 1526 in respect of the cross-stream promotion arrangements to apply in the Civil Service. Available here:

<http://hr.per.gov.ie/wp-content/uploads/2011/12/Letter-to-Personnel-Officers-Jan-2014-and-General-Council-Report-1526.pdf>

4. Candidates for promotion to Senior Information Communications Technology (ICT) Specialists must:

- a) be serving in an established, unestablished or acting (see para 4.e) below) capacity in the Civil Service in a grade below that of Higher Executive Officer.
- b) on or before the closing date of **5th January, 2017** have not less than two years' service in the Civil Service. Unestablished officers and officers serving in an acting capacity in the eligible grades may compete in the competition provided they fulfil the eligibility requirements set out above.
- c) Fulfil the requirements in respect of health and sick leave as set out in Department of Public Expenditure and Reform Circular 12/2015.
- d) PMDS Rating
have received a minimum PMDS rating in their 2015 end of year review an evaluation of at least "Fully Achieved Expectations";

- e) Be suitable in terms of work performance and general conduct

In considering a successful candidate's suitability for appointment in terms of health and sick leave, the Public Appointments Service will have regard to the relevant Department of the Public Expenditure and Reform Circulars. Candidates with doubts about any aspect of their eligibility should clarify their position with their Personnel Section before applying.

The Public Appointments Service will contact Personnel Sections in respect of candidates under consideration at the latter stages of the selection process. Personnel Officers will be required to certify a candidate's suitability for consideration with regard to

- performance of work in the present grade;
- verification that the candidate has received an Evaluation of at least "Fully Achieved Expectations" at PMDS End-of-Year Review;
- general conduct;
- health, especially sick leave.

- f) Have management experience at an appropriate level;

- g) Demonstrate that they possess the skills/competencies identified as necessary for the role as follows:

- Team Leadership
- Analysis & Decision Making
- Management & Delivery of Results
- Interpersonal & Communication Skills
- Specialist Knowledge, Expertise and Self Development
- Drive & Commitment to Public Service Values

- h) Where an officer was acting or serving on a Fixed-Term contract and was subsequently appointed in a substantive capacity, eligibility may be based on the aggregate service, e.g. six months in an acting capacity or on contract and eighteen months in a substantive capacity, can be aggregated to give two years' service. For the purpose of deciding eligibility, officers must be serving on the closing date of **5th January, 2017**.

- i) Officers on probation are not eligible to compete except where they would have been eligible had they remained in their previous grade. Periods of special leave without pay should not be considered to break continuity of service for this purpose.

5. Officers on special leave with pay may apply if otherwise eligible. Officers on career-break may apply if their career break conforms to the terms of Department of Public Expenditure and Reform Circular 04/2013 and if they are otherwise eligible. Officers on special leave without pay (e.g. to serve with the EU) may be eligible; Personnel Sections should check cases not covered by Department of Finance Circular 33/1991 with this Department.

6. Grades equivalent to the Higher Executive Officer grade (i.e. have the same maximum pay scale or higher) are **not eligible to compete in this promotion competition**.

7. Application process

How to Apply

Applications should be made **online** through www.publicjobs.ie. All sections of the form must be fully completed.

Before applying candidates should log-on to www.publicjobs.ie and if you have not already done so you must register as a **'New User'** to create your profile (register a new account). Please do not confuse registering (creating a profile) with submitting an application. Once you have created a profile you must then access the application form, complete and submit it.

Once you have submitted your application form it is suggested that you return to your publicjobs account and ensure that it has been successfully submitted via 'My Applications'. At this point you should consider adding publicjobs.ie to your safe senders or contact list within your email account to avoid not receiving email because a publicjobs e-mail has been blocked.

Only applications fully submitted online will be accepted into the campaign. **Applications will not be accepted after the closing date.**

Closing date

Your application must be submitted on the Public jobs website not later than 3.00pm, on Thursday 5th January 2017. If you do not receive an acknowledgement of receipt of your application within 24 hours of applying, please contact: midvolrecruitment@publicjobs.ie

You are advised to check your Message board on a regular basis as email notifications of updates/tests/Interviews etc issued to your Message board may sometimes be filtered into your Junk/Spam email folders. You are also advised to check all these folders regularly.

The onus is on each applicant to ensure that she/he is in receipt of all communication from the Public Appointments Service (PAS)

The PAS accept no responsibility for communication not accessed or received by an applicant

Candidates should make themselves available on the date(s) specified by the PAS and should make sure that the contact details specified on the application form are correct.

8. Selection Process

The selection may include:

- shortlisting of candidates on the basis of the information contained in their application
- a competitive preliminary interview
- completion of online questionnaire(s)
- presentation or other exercises
- a final competitive interview
- work sample/role play/ media exercise, and any other tests or exercises that may be deemed appropriate

Shortlisting

Normally the number of applications received for a position exceeds that required to fill existing and future vacancies to 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 Public Appointments Service may decide that a number only will be called to interview. In this respect, the Public Appointments Service provide for the employment of a short listing process to select a group for interview who, based on an examination of the application forms, appear to be the most suitable for the position. An expert board will examine the application forms against a pre-determined criteria based on the requirements of the position. This is not to suggest that other candidates are necessarily unsuitable or incapable of undertaking the job, rather that there are some candidates, who based on their application, appear to be better qualified and/or have more relevant experience. It is therefore in your own interest to provide a detailed and accurate account of your qualifications/ experience on the application form.

Candidates with Special Needs

If you indicate on your application that you have special needs you will be required (if you have not already done so) to submit an original and detailed psychologists/medical report to **Linda Bridger, Public Appointments Service, Chapter House, 26-30 Abbey Street Upper, Dublin 1** by **5th January, 2017**. A determination will be made by PAS on appropriate accommodations, if any, to be made for individual candidates during the selection process.

Candidates should note that (i) eligibility for the competition, (ii) health and the level of sick leave, (iii) performance of work in the present grade, (iv) verification that the candidate has received an Evaluation of at least "Fully Achieved Expectations" at the previous year's PMDS End-of-Year Review, and (v) general conduct are not verified by the PAS until a candidate comes under consideration for appointment. Admission to the competition, or any of the selection stages of the competition, does not imply acceptance by the Public Appointments Service. In particular, candidates should note that the Personnel Officer will not have verified the above including health and the level of sick leave of those called to competitive interview – accordingly, admission to the competition, or any of the selection stages of the competition does not imply that candidates meets the eligibility criteria including health and sick leave.

In considering a candidate's suitability for appointment in terms of health and sick leave, the Public Appointments Service will comply with Department of Public Expenditure and Reform Circular 6/2014. Candidates having doubts on any aspect of their eligibility are advised to clarify their position with their Personnel Section before proceeding with their application.

9. Conditions of Appointment

Appointment to the post of **Senior Information Communications Technology (ICT) Specialists** in the Civil Service will be subject to the usual conditions governing such appointments. On appointment the appointee will serve a one-year probationary period in the post of **Senior Information Communications Technology (ICT) Specialist**. Prior to the end of this probationary period a decision will be made on substantive appointment to the grade.

Candidates should note that the provisions of Circular 6/89, Removal Expenses, will not apply to any offers of appointment arising from this competition.

A candidate who accepts an offer of appointment as **Senior Information Communications Technology (ICT) Specialist**, whether as a result of this competition or otherwise, will cease to be eligible for appointment from this competition. An officer who retires, resigns, etc. from his or her position in the Civil Service will cease to be eligible.

Officers not promoted at the expiry of the panels, will have no claim to promotion thereafter because of having been on the panels.

10. Codes of Practice

The recruitment and selection process for appointment to this position will be conducted in accordance with the Code of Practice for Appointment to Positions in the Civil and Public Service published by the Commission for Public Service Appointments.

The Code of Practice reflects the following core principles:

- Probity
- Appointments Made on Merit
- An Appointments Process in Line with Best Practice
- A Fair Appointments Process Applied with Consistency
- Appointments Made in an Open, Accountable and Transparent Manner

Candidates are advised to familiarise themselves with the contents of the Codes of Practice including, inter alia, the provisions in relation to the responsibilities placed on candidates who participate in the recruitment and selection process.

11. Complaints/requests for review will be considered by the Public Appointments Service in accordance with the procedures set out in the Codes of Practice.
12. The Codes of Practice may be accessed by visiting www.cpsa.ie or by contacting directly the Commission for Public Service Appointments (CPSA), 18 Lower Leeson Street Dublin 2. The main switchboard for the Office is 00 353 1 639 5750.

13. General Arrangements in Respect of Appointments

Appointments from the panels will initially be in an acting capacity. An officer whose service is not satisfactory will be notified of the action to be taken. Where a decision is made not to confirm the appointee in the post of **Senior Information Communications Technology (ICT) Specialist**, the appointee may request that the Civil Service Disciplinary Code Appeal Board review the decision. [Ref. Circular 19/2016 Civil Service Disciplinary Code.] In the event of reversion, an officer will return to a vacancy in his/her former grade in the former Department.

14. The Minister reserves the right to arrange that vacancies for **Senior Information Communications Technology (ICT) Specialists** may be filled by separate interdepartmental competition or otherwise where special qualifications are deemed necessary or where other special circumstances exist. In such circumstances there will be consultation between the Official and Staff Sides.

15. Candidates Obligations

Candidates must not:

- knowingly or recklessly provide false information
- canvass any person with or without inducements
- personate a candidate at any stage of the process
- interfere with or compromise the process in any way

It is important to remember that this is a competitive process for a role where integrity is paramount. Sharing information on the test material, e.g. through social media or any other means, may result in you being disqualified from the competition.

Please note that all test materials are subject to copyright and all rights are reserved. No

part of the test material (including passages of information, questions or answer options) or associated materials may be reproduced or transmitted in any form or by any means including electronic, mechanical, photocopying, photographing, recording, written or otherwise, at any stage. To do so is an offence and may result in you being excluded from the selection process. Any person who contravenes this provision, or who assists another person(s) in contravening this provision, is liable to prosecution and/or civil suit for loss of copyright and intellectual property.

In addition, where a person found guilty of an offence was or is a candidate at a recruitment process, then:

- where he/she has not been appointed to a post, he/she will be disqualified as a candidate; &
- where he/she has been appointed subsequently to the recruitment process in question, he/she shall forfeit that appointment.

16. Principal Conditions of Service

General

The appointment is to an established post in the Civil Service and is subject to the Civil Service Regulations Acts 1956 to 2005, the Public Service Management (Recruitment and Appointments) Act 2004 and any other Act for the time being in force relating to the Civil Service.

Pay

The Higher Executive Officer (HEO) Standard Salary scale will apply to this position.

Personal Pension Contribution (PPC) Pay Rate:

The salary for this position, with effect from 1st January 2010 is as follows:

€46,081,	€47,458,	€48,831,	€50,204,	€51,581,	€52,955,
€54,329,	€56,314	€58,294			
(NMAX)	(LSI1)	(LSI2)			

This rate will apply where the appointee is an existing civil or public servant appointed on or after 6th April 1995 and is required to make a personal pension contribution.

Long service increments may be payable after 3 (LSI1) and 6 (LSI2) years satisfactory service at the maximum of the scale.

Non-Personal Pension Contribution (Non-PPC) Pay Rate

The salary scale for the position with effect from 1st January 2010) is as follows:

€43,816,	€45,125,	€46,426,	€47,730,	€49,035,	€50,347,
€51,653,	€53,532,	€55,415			
(NMAX)	(LSI 1)	(LSI 2)			

This rate will apply where the appointee is a civil or public servant recruited before 6th April 1995 who **is not required** to make a Personal Pension Contribution.

Long service increments may be payable after 3 (LSI1) and 6 (LSI2) years satisfactory service at the maximum of the scale.

Important Note

Subject to satisfactory performance increments may be payable in line with current Government Policy. (See Haddington Road Agreement paragraph 2.19.)

Annual Leave

The annual leave for this position is 29 days, rising to 30 days after 5 years' service. This leave is on the basis of a five day week and is exclusive of the usual public holidays.

18. Information on Panels

The information on panel(s) formed as a result of this competition will be made available to Personnel Officers in all Departments/Offices and Workforce Planning Unit in the Department of Public Expenditure and Reform. In addition, candidates may be asked to agree to the same information being made available to the relevant civil service unions for the purpose of monitoring the operation of the scheme.

19. Circulation and Further Information

HR Sections should bring this circular to the notice of all eligible officers serving in their Departments and associated Offices without delay, including eligible fixed term workers, officers on term time, secondment, maternity leave, career break, contract, and all other relevant forms of leave

20. If candidates have any queries about this circular, they should contact their HR Section. Subsequent enquiries about their candidature should be addressed directly to PAS.

21. The Civil Service is an equal opportunities employer.

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David Cagney

Civil Service Chief Human Resource Officer

