CANDIDATE INFORMATION BOOKLET

Open competition for appointment to the position of:

**ICT Helpdesk Support Specialist – ICT Department- Corporate Services Division.**

National Standards Authority of Ireland
Closing Date: 5pm 19th June 2020

PLEASE READ CAREFULLY

GDPR Privacy Statement is appended to the back of the booklet

National Standards Authority of Ireland is committed to a policy of equal opportunity

Contact: NSAI Human Resources Department on 01 8073839 or at
1 Swift Square, Northwood, Santry, Dublin 9, Ireland
Telephone Number: (353) 1 8073839
URL: https://www.nsai.ie/
JOB DESCRIPTION

JOB TITLE: ICT Helpdesk Support Specialist

DIVISION: Corporate Services

DEPARTMENT: ICT

REPORTS TO: ICT Manager

GRADE: Level C

REF: 21-20

FULL TIME / PART TIME: Required from end of June 2020 Full Time

STATUS: Permanent

Job Overview
To ensure the provision of frontline end user support and IT awareness sessions to all staff. Provide support to staff in the use of IT tools and to work in a collaborative manner with all staff to improve the IT skill levels and to ensure a high level of competence and knowledge in all the IT systems in use in NSAI.

Key Tasks and Responsibilities
- Develop support procedures to configure and network Laptops/Tablets/PCs and peripherals at end user sites.
- Provide support to systems/database/applications administrator on setup/removal of users on the Windows/Active Directory /applications/SharePoint/email and be able to allocate access rights, group membership etc. to the user.
- Install and configure PC software e.g. Operating systems, Application/Database Clients, Office Professional, E-mail and Networking/Security software.
- Respond efficiently and promptly to 2nd/3rd line support queries (direct, telephone, E-mail and help desk) posed by users relating to PCs, peripherals and the network.
- Provide client setup support on licensed software packages including Windows, Office Professional, Adobe, Internet Browsers, Sharepoint, Goldmine, Integra, Trams, Fortinet Vpn/encryption, Phoneware/Call Pilot etc.
- Provide technical support on selected local Databases/Applications and back-up service for the local Area Network servers and clients when necessary. This will also include support on remote access packages.
- Ensure that all software on PCs is licensed and suitable for the network environment and complies with IT Security Policy.
- To carry out any other duties which may be assigned from time to time.

Key Skills:
- Ability to diagnose and resolve hardware and software problems.
- An in-depth knowledge of PC internals.
- A good working knowledge of Windows and Office Professional.
- Experience of network technology and administration with special reference to Windows server, Active directories and the Internet (e.g. protocols, structured wiring, hubs, bridges, routers, multiplexers, SMTP, SMMP, HTML, DHCP).
- Competent to install PC disks, cards, memory modules, power supplies etc.
Excellent interpersonal and communication skills are essential requirements.

Qualifications and Experience

Essential

- 3rd level qualification or equivalent in a computer related discipline.
- A minimum of 2 years relevant working experience.
- An in-depth knowledge of PC terminals and a good working knowledge of MS Windows.

Desirable

- Firewall/SharePoint/Juniper Administration.
- MCP/Cisco Certified training.
- Experience of working in a public sector environment.

Technical Competencies

Advanced knowledge and operation of the following IT tools is required:

- Virtualised SAN environment using VMware
- PC/Laptop/Tablets running Windows 7/10
- Microsoft Sccm
- Active Directory Domain Controller
- Microsoft Office365
- Switched VOIP network on Cat6 cabling
- Secure internal wireless network in HQ and regional offices
- Fortinet VPN /Juniper McAfee Security/Anti-Virus/Malware suite
- Online Backups/DR/Veeam
- Op Manager/ServiceDesk
- VoIP – Avaya Office IP
- Meeting room AV / IT integration requirements
- Web conferencing/broadcasting using Skype for Business /Zoom/Webex
- Access Control/Secure Centralised Multi-Function printing
- Data Centre management and controls.

Key Competencies for ICT Helpdesk Support Specialist

<table>
<thead>
<tr>
<th>People Management</th>
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<td>- Consults and encourages the full engagement of the team, encouraging open and constructive discussions around work issues.</td>
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<td>- Gets the best out of individuals and the team, encouraging good performance and addressing any performance issues that may arise.</td>
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<td>- Values and supports the development of others and the team.</td>
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<td>- Encourages and supports new and more effective ways of working.</td>
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<td>- Deals with tensions within the team in a constructive fashion.</td>
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<td>- Encourages, listens to and acts on feedback from the team to make improvements.</td>
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<td>- Actively shares information, knowledge and expertise to help the team to meet its objectives.</td>
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<th>Analysis and Decision Making</th>
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<td>- Effectively deals with a wide range of information sources, investigating all relevant issues.</td>
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<td>- Understands the practical implication of information in relation to the broader context in which s/he works-procedures, divisional objectives etc.</td>
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<td>- Identifies and understands key issues and trends.</td>
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- Correctly extracts & interprets numerical information, conducting accurate numerical calculations.
- Draws accurate conclusions & makes balanced and fair recommendations backed up with evidence.

**Delivery of Results**
- Takes ownership of tasks and is determined to see them through to a satisfactory conclusion.
- Is logical and pragmatic in approach, setting objectives and delivering the best possible results with the resources available through effective prioritisation.
- Constructively challenges existing approaches to improve efficient customer service delivery.
- Accurately estimates time parameters for project, making contingencies to overcome obstacles.
- Minimises errors, reviewing learning and ensuring effective delivery of results.
- Ensures proper service delivery procedures/protocols/reviews are in place and implemented.

**Interpersonal & Communication Skills**
- Modifies communication approach to suit the needs of a situation/audience.
- Actively listens to the views of others.
- Liaises with other groups to gain co-operation.
- Negotiates, where necessary, in order to reach a satisfactory outcome.
- Maintains a focus on dealing with customers in an effective, efficient and respectful manner.
- Is assertive and professional when dealing with challenging issues.
- Expresses self in a clear and articulate manner when speaking and in writing.

**Specialist Technical Knowledge, Expertise and Self Development**
- Displays high levels of skills/expertise in own area and provides guidance to colleagues.
- Has a clear understanding of the role, objectives and targets and how they support the service delivered by the Division and can communicate this to the team.
- Leads by example, demonstrating the importance of development by setting time aside for development initiatives for self and team.

**Drive & Commitment to Public Services Values**
- Is committed to the role, consistently striving to perform at a high level.
- Demonstrates flexibility and openness to change.
- Is resilient and perseveres to obtain objectives despite obstacles or setbacks.
- Ensures that customer service is at the heart of own/team work.
- Is personally honest and trustworthy.
- Acts with integrity and encourages this in others.
Application and Selection Process

How to Apply
Please submit the 2 documents as set out below to human.resources@nsai.ie by close of business on 5pm 19th June 2020.

a) A comprehensive CV detailed as relevant to the position (no longer than 3 pages);
b) A short cover letter/ personal statement (i.e. no more than 2 pages) outlining why you wish to be considered for the post and where you believe your skills and experience meet the requirements for the position.

We request that all two documents are submitted in a single word document or PDF where possible.

Please note that omission of any or part of the 2 requested documents, as set out above, will render the application incomplete. Incomplete applications will not be considered for the next stage of the selection process.

Requests for Reasonable Accommodations
NSAI, in line with the Employment Equality Acts 1998-2015, will ensure that it does all that is reasonable to accommodate the needs of a person who has a disability and will ensure that its services are accessible across the range of disabilities.

If you require reasonable accommodations made, please indicate this during the application process by emailing human.resources@nsai.ie or by writing to the following address: HR Department, NSAI, 1 Swift Square, Northwood, Santry, Dublin 9 D09 AOE4. Any requests for reasonable accommodation need to be accompanied by a medical/psychologist’s report, the purpose of which is to provide NSAI with information necessary to make the decision on reasonable accommodation as promptly as possible. NSAI will consider each request on a case by case basis. All information provided will be treated as strictly confidential.

Requests for Documentation/Information in an Alternative Format
All documents/information related to the application process is available in an alternative format. You can make a request for documents/information in an alternative format by emailing human.resources@nsai.ie or in writing to the following address: HR Department, NSAI, 4th Floor, 1 Swift Square, Northwood, Santry, Dublin 9 D09 AOE4.

Please provide the following details when making a request:
- Name, address, contact details
- Details of document/information being requested
- The information format sought

All requests will be acknowledged within 3 working days of receipt and will be dealt with within 10 working days. Where a delay in providing the requested information occurs, NSAI will confirm the new date the person can expect to receive the information. If NSAI is unable to provide the requested information, the reason will be explained fully in writing to the person making the request.

Closing Date
The closing date and time for applications is 5pm 19th June 2020. Applications received after the specified deadline will not be accepted.

If you do not receive an acknowledgement of receipt of your application within 2 working days of applying, please email human.resources@nsai.ie

Selection Methods
NSAI will convene an expert board to carry out the competitive stages of the selection process to the highest standards of best practice. The approach employed may include:

- Shortlisting of candidates on the basis of the information contained in their application;
- A competitive, competency focussed, interview;
- A second-round interview (if applicable);
- Presentation/Work sample/role play/media exercise, and any other tests or exercises that may be deemed appropriate; and
- Reference and online checks.

**Shortlisting**
Based on the number of applications received, the NSAI may in the first instance conduct a shortlisting exercise.

During any short-listing exercise that may be employed, NSAI is guided by an interview board who examine the applications and assess them against pre-determined criteria based on the requirements of the position. It is therefore in your own interest to provide a detailed and accurate account of your qualifications/experience on your application.

Prior to recommending any candidate for appointment to this position NSAI will make all such enquiries that are deemed necessary to determine the suitability of that candidate. Until all stages of the recruitment process have been fully completed a final determination cannot be made nor can it be deemed or inferred that such a determination has been made.

**Interviews**
The onus is on each applicant to ensure that she/he is in receipt of all communications from NSAI. Candidates should make themselves available on the date(s) specified by NSAI and should make sure that their contact details specified on their application are correct. NSAI will not be responsible for refunding any expenses incurred by candidates for attendance at interview. A panel may be formed for this competition as part of the recruitment process.

**Candidates’ Rights— Review Procedures in relation to the Selection Process**
NSAI will consider requests for review in accordance with its Recruitment & Selection Policy.

**References**
NSAI would appreciate it if you would start considering names of people who you feel would be suitable referees (1 - 2 names and contact details). The referees listed do not have to include your current employer but should be in a position to provide a work reference for you. Please be assured that NSAI will only collect the details and contact your referees should you come under consideration at interview stage.

The admission of a person to a competition, or invitation to attend interview, or a successful result letter, is not to be taken as implying that NSAI is satisfied that such a person fulfils the requirements or is not disqualified by law from holding the position.

Should the person recommended for appointment decline, or having accepted it, relinquish it, NSAI may at its discretion, select and recommend another person for appointment from the panel on the results of this selection process.

**Deeming of candidature to be withdrawn**
Candidates who do not attend for interview or other selection processes when and where required by NSAI, or who do not, when requested, furnish such evidence as NSAI require
in regard to any matter relevant to their candidature, will have no further claim to consideration.

**Principal Conditions of Service**

**Remuneration:**
- **Level C Contributory Pay Scale:** €24,506 (Min), €48,174 (Max), €49,753 (LSI 1)*, €51,336 (LSI 2)*.
- **Level C Non-Contributory Pay Scale:** €23,334 (Min), €45,856 (Max), €47,356 (LSI 1)*, €48,858 (LSI 2)* (only applicable for relevant category of Civil/Public Servants).

*Please note this increment is applicable after 3 years’ service on the previous point.

All appointments are made in accordance with the Department of Finance and the Department of Public Expenditure and Reform guidelines.

Salary implications for existing Civil/Public servants should be queried with HR Unit, NSAI.

**Starting Salary**
Candidates should note that entry will be at the first point of the appropriate scale and will not be subject to negotiation. The rate of remuneration may be adjusted from time to time in line with Government pay policy.
Candidates should note that different pay and conditions may apply if, immediately prior to appointment, the appointee is a serving civil or public servant.

**Duties of the Post**
The duties and responsibilities set out in this job description are indicative of responsibilities related to this role. As with all posts, the nature of NSAI business is evolving and flexibility is required to adapt to changing business needs.

**Annual Leave**
Annual Leave 23 working days rising to 24 days after 5 years, 25 days after 10 years, 26 days after 12 years and 27 days after 14 years. This leave is exclusive of Public Holidays.

**Hours of Attendance**
Working hours are from 09:00 to 17:15 on Monday to Thursday and 09:00 to 16:45 on Friday, with 45 minutes lunch break unless otherwise stated. No additional payment will be made for extra attendance as the rate of remuneration payable covers any exceptional extra attendance liability that may arise from time to time.

**Tenure**
The appointment will be on a full-time basis. The appointee must serve a probationary period, which lasts for 12 months. Should the appointee’s service be satisfactory with regards to health, conduct, and efficiency generally during the probationary period, the appointee, on completion of the period will be finally appointed. Should the appointee’s services be unsatisfactory, the appointment may be terminated at any time during the period.

**Location**
This position is currently based at 1 Swift Square, Northwood, Santry, Dublin 9.

**Confidentiality and Conflict of Interest**
Employees are prohibited from having any personal or financial interest in any industry that NSAI certifies from the date of appointment with the NSAI. Employees are prohibited from disclosing any information in relation to the business of any person obtained in his/her capacity as an officer of the NSAI.
Superannuation and Retirement

The appointee will be offered public service pension terms and retirement age conditions in accordance with pension arrangements in NSAI depending on the status of the successful appointee:

a) In general, an individual who has no prior pensionable Public Service history in the 26 weeks prior to appointment will be a member of the Single Public Service Pension Scheme (Single Scheme) which commenced from 1 January 2013 [Section 10 of the Public Service Pensions (Single Scheme and Other Provisions) Act 2012 refers];

b) An individual who was a member of a “pre-existing public service pension scheme” as construed by the Public Service Pensions (Single Scheme and Other Provisions) Act 2012 and who does not qualify for membership of the Single Scheme will have standard public service pension terms reflecting new entrant or non-new entrant status for the purposes of the Public Service Superannuation (Miscellaneous Provisions) Act 2004.

Appointee’s status for superannuation purposes

Appointees will be required to disclose their full public service history. Details of the appropriate superannuation provisions will be provided upon determination of appointee’s status. The following points should be noted:

Pension Accrual

A 40-year limit on total service that can be counted towards pension where a person has been a member of more than one existing public service pension scheme will apply. This 40-year limit, which is provided for in the Public Service Pensions (Single Scheme and other Provisions) Act 2012 came into effect on 28 July 2012. This may have implications for any appointee who has acquired pension rights in a previous public service employment.

Pension Abatement

The Public Service Pensions (Single Scheme and Other Provisions) Act 2012 extended pension abatement so that a retiree’s public service pension is liable to abatement on re-entering public service employment, even where the new employment is in a different area of the public service. However, if the appointee was previously employed in the Civil Service and awarded a pension under voluntary early retirement arrangements (other than the Incentivised Scheme of Early Retirement (ISER) or the Health Service Executive VER/VRS which render a person ineligible for the competition) the entitlement to payment of that pension will cease with effect from the date of reappointment.

Ill-Health Retirement

Please note that where an individual has retired from a Civil/Public Service body on the grounds of ill-health his/her pension from that employment may be subject to review in accordance with the rules of ill-health retirement within the pension scheme of that employment.

Additional Superannuation Contributions (ASC)

This appointment is subject to the ASC deduction as provided for under Part 4 of the Public Service Pay and Pensions Act 2017. For further information in relation to public service superannuation issues please see the following website: http://per.gov.ie/pensions

GDPR Privacy Statement- Recruitment Process

Purpose of Processing

NSAI conducts a competency-based recruitment process to fill vacancies within the organisation. To complete this, interested individuals are asked to submit a CV, Cover
Letter and Key Achievements form for assessment by the interview panel. For the successful candidate, some of the information provided will form the basis of the contract of employment (e.g. address).

**Legal Basis for Processing**
- Necessary for performance of a contract or to enter into such a contract
- Compliance with legal obligation (Terms of Employment Information Act)

**Recipients**
The following shall receive your information for reasons outlined below:

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<tr>
<th>Recipient</th>
<th>Reason</th>
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<tbody>
<tr>
<td>HR (internal)</td>
<td>Storing application, acknowledging responses and corresponding with applicants.</td>
</tr>
<tr>
<td>HR (external Service provider)</td>
<td>If outsourced support is sought, NSAI’s outsourced HR provider may receive applications to assist with elements of administration, or to manage the entire recruitment process.</td>
</tr>
<tr>
<td>Interview Panel</td>
<td>The Interview Panel will receive your applications to conduct shortlisting and assessing applicants.</td>
</tr>
<tr>
<td>Referees</td>
<td>Applicants are asked to provide references for people who can be contacted to validate work records and/or comment on suitability of the applicant for the NSAI position in question. These people shall be contacted, and the applicants name will need to be provided to receive the reference.</td>
</tr>
<tr>
<td>Company Doctor</td>
<td>NSAI will use your personal details to refer you to the company doctor if considered for appointment.</td>
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**Details of Data Transfers Outside the EU**
This does not apply to this process.

**Automated Decision Making**
This does not apply to this process.

**Retention Period for Data**
For unsuccessful candidates, applications and correspondence shall be retained for 2 years. For successful candidates, their application will be placed on their employee file and retained during their employment and for 7 years thereafter.

**Your GDPR Rights in Relation to this Process**

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<tr>
<th>Right</th>
<th>Explanation</th>
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<tbody>
<tr>
<td>Access</td>
<td>You can request and receive access to the information requested in the process at any time.</td>
</tr>
<tr>
<td>Portability</td>
<td>You can request and receive a copy of this data, in electronic/transferable format, at any time.</td>
</tr>
<tr>
<td>Erasure</td>
<td>You can request the data held be erased. We have outlined the anticipated retention period above.</td>
</tr>
<tr>
<td>Rectification</td>
<td>You can request that any incorrect information, due to this information being updated or otherwise, be corrected.</td>
</tr>
<tr>
<td>Objection</td>
<td>You can object to this information being processed</td>
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If you have any questions or complaints about NSAI’s use of your personal data, please contact NSAI’s Data Protection Officer:
- By post: Data Protection Officer, National Standards Authority Ireland, 1 Swift Square, Northwood, Santry, Dublin 9 D09 AOE4
- By phone: +353 1 8073800
You also have the right to lodge a complaint with the Data Protection Commission if you are not happy with the way we have used your information or addressed your rights. Details of how to lodge a complaint can be found on the Data Protection Commission’s website.