



The National Library of Ireland is an Equal Opportunities Employer

**Candidates' Information Booklet**

Open competition for the appointment to the position of

**Senior ICT Officer (User Services) (HEO Level)**

**at the National Library of Ireland**

**(Full-time, permanent)**

Closing Date: 3:00pm Friday, 19<sup>th</sup> of January 2024

***Deadline extension: Please note that the deadline for receipt of applications has been extended to Friday, 26<sup>th</sup> of January 2024, at 3pm***

The National Library of Ireland is committed to a policy of equal opportunity

Contact: HR Unit

NATIONAL LIBRARY OF IRELAND

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## **BACKGROUND**

The National Library of Ireland (NLI) is the library of record for Ireland. Established in 1877, the NLI became an autonomous cultural institution on 3<sup>rd</sup> May 2005 under the National Cultural Institutions Act, 1997, with a Board and a Director who operates under the Board's overall governance. The Board, made up of a chairperson and 11 ordinary members, reports to the Minister for Tourism, Culture, Arts, Gaeltacht, Sport and Media. The Library employs some 110 staff who work to deliver five priorities under our current strategy, to collect, protect, reveal, engage and innovate.

The NLI shares the story of Ireland with the world through our unique collections. We care for more than twelve million items, including books, manuscripts, newspapers, photographs, prints, maps, drawings, ephemera, music and digital media. The Library's sites in Dublin, including the National Photographic Archive in Temple Bar, are open, free of charge, to all those who wish to consult and explore the collections - through reading rooms which are visitor attractions in their own right, rich and varied exhibitions, and an active public programme. Further information is available at [www.nli.ie](http://www.nli.ie).

## **THE ROLE**

As Senior ICT Officer (User Services), you'll be an integral part of the ICT Infrastructure & Operations team, comprising a Team Lead (Engineer Grade II), two senior ICT Officers (HEO), one ICT Officer (EO), and an ICT support officer.

Working closely with the ICT Infrastructure & Operations, you'll contribute to the planning, developing, and implementing the ICT Infrastructure and services needed for the NLI to meet its objectives both as a modern, productive workplace and as trusted and specialized digital collecting institution. This will include taking responsibility for leading and managing individual projects as part of a wider programme of improvements.

You'll lead the ICT Helpdesk team (2 staff), developing and enhancing the ICT Staff Helpdesk service. You'll have operational responsibility for staff Identity and Access Management (Azure AD), end-point, and mobile device management. A key focus of this role will be to lead on user-support in transitioning to Microsoft 365, including modernisation and digitalisation of business processes using Sharepoint, Power Automate, MS Teams or equivalent. You will also work closely with the NLI HR department to identify and address ICT training needs. You'll work closely with NLI HR and other business areas in defining and implementing role-based access control procedures.

You are a flexible and co-operative team player, but equally comfortable working on your own initiative and demonstrating a high level of personal responsibility. You have excellent analytical and communication skills and the ability to work effectively in a project oriented environment.

## **Panel**

A panel may be formed from this competition from which further vacancies, should they arise (both permanent and temporary), may be filled.

## **DUTIES AND RESPONSIBILITIES**

- Management of the staff-facing ICT Helpdesk team (2 staff), and lead on development/enhancement of the ICT Helpdesk service.
- Operational responsibility for staff Identity and Access Management (Azure AD), and access control SOPs, working closely with the NLI HR Department and relevant managers.
- Operational responsibility for modern, secure end-point management and monitoring, e.g. MS Intune, MS Defender, Symantec.
- Lead on user-support in transition to Microsoft 365, including modernisation and digitalisation of business processes using Sharepoint, Power Automate, MS Teams or equivalent.
- ICT Liaison to support business areas with third-party corporate applications, e.g. Financial System, Time & Attendance system, Door Access system, etc.
- Work with the NLI HR department to identify and address ICT training needs (e.g. use of M365, Cyber Awareness & Simulation, etc.), including through the use of external training providers/services.
- Ensure maintenance of relevant sections of the NLI Information Asset Register.
- Management of first line response to user-oriented cyber security threats, e.g. phishing, credential theft, anti-virus/malware detections and monitoring.
- Oversight, through the ICT Helpdesk team, of daily standard operating procedures and monitoring tasks, e.g. backup monitoring, CVE monitoring, endpoint monitoring, mail filtering.
- Liaison with NLI Estates, ELP, Service Delivery departments and the Director's Office, providing support for the secure use of ICT in staff, public and exhibition areas.
- Liaison with other NLI Departments in providing ICT support for governance and compliance, including Data Classification, Data Discovery, enforcement of Data Retention Schedules, Data Loss Prevention.
- Management of vendors and contractors in line with NLI policies and procedures.
- Procurement of IT hardware, software and IT consumables.

## **PERSONAL SPECIFICATION**

### **Essential Requirements**

- Third-level qualification in Computer Science or equivalent.
- Minimum of 3 years' relevant professional experience in a user-facing technical role.
- Minimum of 2 years' experience of leading a technical team, providing supervision and technical leadership.
- Excellent experience of administering core Microsoft technologies relevant to this role, including Microsoft 365, Azure AD, Exchange, Sharepoint, MS Teams, MS Intune, Group Policy, Power Automate, Windows Server, Windows, Powershell
- Experience of procurement and licensing.
- Evidence of strong track record planning and executing ICT roll-out and integration projects.
- Experience of service design, development and continuous improvement, including the creation of strategies, policies, SOPs, process models.
- Excellent understanding of cyber-security threat mitigation, especially as it relates user-facing threats, e.g. phishing, credential theft, access control, mobile device management, anti-virus/anti-malware.
- Evidence of a strong track record of stakeholder relationship management, business analysis, and the ability to work well with others at all levels, including technical and non-technical staff.

### **Desirable Requirements**

- Experience of day-to-day monitoring of backup, disaster recovery, using Commvault or equivalent;
- Experience providing ICT platform support for corporate compliance, e.g. data classification, retention schedules, data loss prevention;
- Strong experience of troubleshooting networking issues;
- Experience delivering or overseeing targeted ICT training programmes to internal staff;
- Experience liaising with users and vendors in providing ICT support for audio-visual configurations in public spaces, e.g. conference rooms, lecture theatres, exhibition spaces.

## **ELIGIBILITY TO COMPETE AND CERTAIN RESTRICTIONS ON ELIGIBILITY**

### **Eligible Candidates must be:**

- a) A citizen of the European Economic Area. The EEA consists of the Member States of the European Union, Iceland, Liechtenstein and Norway; or
- b) A citizen of Switzerland pursuant to the agreement between the EU and Switzerland on the free movement of persons; or
- c) A non-EEA citizen who is a spouse or child of an EEA or Swiss citizen and has a stamp 4 visa; or
- d) A person awarded international protection under the International Protection Act 2015 or any family member entitled to remain in the State as a result of family reunification and has a stamp 4 visa; or
- e) A non-EEA citizen who is a parent of a dependent child who is a citizen of, and resident in, an EEA member state or Switzerland and has a stamp 4 visa.

Note in respect of UK citizens: The longstanding Common Travel Area Agreement between the UK and Ireland remains unchanged post-Brexit. Accordingly, UK citizens remain eligible to work and reside in Ireland without restriction and, as such, to make an application to compete for this competition where they meet all other qualifying eligibility criteria. Further information regarding the Common Travel Area is available [here](#).

**To qualify candidates must meet one of the citizenship criteria above by the date of any job offer.**

### **Incentivised Scheme for Early Retirement (ISER)**

It is a condition of the Incentivised Scheme for Early Retirement (ISER) as set out in Department of Finance Circular 12/09 that retirees, under that Scheme, are debarred from applying for another position in the same employment or the same sector. Therefore, such retirees may not apply for this position.

### **Department of Health and Children Circular (7/2010)**

The Department of Health Circular 7/2010 dated 1 November 2010 introduced a Targeted Voluntary Early Retirement (VER) Scheme and Voluntary Redundancy Schemes (VRS). It is a condition of the VER scheme that persons availing of the scheme will not be eligible for re-employment in the public health sector or in the wider public service or in a body wholly or mainly funded from public moneys. The same prohibition on re-employment applies under the VRS, except that the prohibition is for a period of 7 years, after which time any re-employment will require the approval of the Minister for Public Expenditure and Reform. People who availed of either of these schemes are not eligible to compete in this competition.

## **Collective Agreement: Redundancy Payments to Public Servants**

The Department of Public Expenditure and Reform letter dated 28th June 2012 to Personnel Officers introduced, with effect from 1st June 2012, a Collective Agreement which had been reached between the Department of Public Expenditure and Reform and the Public Services Committee of the ICTU in relation to ex-gratia Redundancy Payments to Public Servants. It is a condition of the Collective Agreement that persons availing of the agreement will not be eligible for re-employment in the public service by any public service body (as defined by the Financial Emergency Measures in the Public Interest Acts 2009 – 2011) for a period of 2 years from termination of the employment. Thereafter the consent of the Minister for Public Expenditure and Reform will be required prior to re-employment. People who availed of this scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility) and the Minister's consent will have to be secured prior to employment by any public service body.

### **Declaration**

Applicants will be required to declare whether they have previously availed of a public service scheme of incentivised early retirement and/or the collective agreement outlined above. Applicants will also be required to declare any entitlements to a Public Service pension benefit (in payment or preserved) from any other Public Service employment and/or where they have received a payment-in-lieu in respect of service in any Public Service employment.

## **PRINCIPAL CONDITIONS OF SERVICE**

**PAY:** The pay scales applicable to the position are as follows (rates effective 01 October 2023):

### **Personal Pension Contribution (PPC)**

The PPC pay scale 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. It will also apply to new permanent employees and fixed term un-established employees.

€53,955.00 €55,532.00 €57,106.00 €58,680.00 €60,259.00 €61,831.00 €63,407.00 €65,682.00\* €67,951.00\*\*

*\*LSI 1 is Long Service Increment after 3 years on Max of scale.*

*\*\*LSI 2 is Long service increment after 6 years on Max of scale.*

### **Non-Personal Pension Contribution (Non-PPC)**

The Non-PPC (Personal Pension Contribution) salary for the position is as follows and applies where the appointee is a civil or public servant recruited before 6th April 1995 and who is not required to make a Personal Pension Contribution.

€51,387.00 €52,871.00 €54,351.00 €55,844.00 €57,339.00 €58,844.00 €60,340.00 €62,492.00\* €64,651.00\*\*

*\*LSI 1 is Long Service Increment after 3 years on Max of scale.*

*\*\*LSI 2 is Long Service Increment after 6 years on Max of scale.*

### **Important Note**

Entry will be at the minimum of the scale and the rate of remuneration will not be subject to negotiation and may be adjusted from time to time in line with Government pay policy.

Subject to satisfactory performance increments may be payable in line with current Government Policy. (See Public Service Stability Agreement 2018-2020 paragraph 5.1 for recent changes).

Different terms and conditions may apply if immediately prior to appointment you are a currently serving civil or public servant.

The rate of pay offered will be payable fortnightly in arrears by Electronic Fund Transfer (EFT) into a bank account of your choice. Payment cannot be made until you supply an IBAN and IBIC number to the HR Unit.

Statutory deductions from salary will be made as appropriate.

You will agree that any overpayment of salary or of travel and subsistence may be deducted from future salary payments due to you in accordance with the Payment of Wages Act 1991. You will be advised in writing of the amount and details of any such overpayment and you will be given at least one week's notice of the deduction to take place, which will be deducted at an amount fair and reasonable having regards to all the circumstances.

### **Tenure**

The appointment is to a permanent position on successful completion of a probationary contract for a period of twelve months from the date of appointment. This does not preclude an extension to the probationary period in appropriate circumstances. During the period of probation, the appointee's performance will be subject to review by the relevant manager(s) to determine whether the appointee:

- (i) has performed in a satisfactory manner
- (ii) has been satisfactory in general conduct
- (iii) is suitable from the point of view of health with particular regard to sick leave.

### **Outside Employment**

The position will be whole time and the appointee may not engage in private practice or be connected with any outside business, which conflicts in any way with his/her official duties, impairs performance or compromises his/her integrity.

### **Organisation of Working Time Act 1997**

The terms of the Organisation of Working Time Act 1997 will, where appropriate, apply to this position.

### **Location**

The successful candidate will initially be based at The National Library of Ireland premises in Kildare Street, Dublin 2, but can be based at any of the Library premises in Dublin.

### **Hours of Attendance**

Hours of attendance will be as fixed from time to time but will amount to not less than 41.25 hours (35 net hours) per week.

### **Annual Leave**

The annual leave allowance is 29 working days a year, rising to 30 days after 5 years. This allowance is subject to the usual conditions regarding the granting of annual leave, and is on the basis of a five-day week and is exclusive of the usual public holidays.



## **Health**

A candidate for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

## **Sick Leave**

Pay during properly certified sick absence, provided there is no evidence of permanent disability for service, will apply on a pro-rata basis, in accordance with the provisions of the sick leave circulars for the public service.

Officers who will be paying Class A rate of PRSI will be required to sign a mandate authorising the Department of Social Protection to pay any benefits due under the Social Welfare Acts directly to the National Library of Ireland.

Payment during illness will be subject to the officer making the necessary claims for social insurance benefit to the Department of Social Protection within the required time limits.

## **Superannuation and Retirement**

The successful candidate will be offered the appropriate superannuation terms and conditions as prevailing in the National Library of Ireland, at the time of being offered an appointment. In general, and except for candidates who have worked in a pensionable (non-single scheme terms) public service job in the 26 weeks prior to appointment (see paragraph d below), this means being offered appointment based on membership of the Single Public Service Pension Scheme ("Single Scheme").

Key provisions attaching to membership of the Single Scheme are as follows:

### **a. Pensionable Age**

The minimum age at which pension is payable is 66 (rising to 67 and 68) in line with State Pension age changes.

### **b. Retirement Age**

Scheme members must retire at the age of 70.

### **c. Pension Abatement**

If the appointee was previously employed in the Civil Service and is in receipt of a pension from the Civil Service normal abatement rules will apply. 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 Department of Health Circular 7/2010 VER/VRS which, as indicated above, renders a person ineligible for the competition) the entitlement to that pension will cease with effect

from the date of reappointment. Special arrangements will, however be made for the reckoning of previous service given by the appointee for the purpose of any future superannuation award for which the appointee may be eligible. If the appointee was previously employed in the Civil Service or in the Public Service, please note that the Public Service Pensions (Single Scheme and Other Provisions) Act 2012 includes a provision which extends abatement of pension for all Civil and Public Servants who are re-employed where a Public Service pension is in payment. This provision to apply abatement across the wider public service came into effect on 1 November 2012. **This may have pension implications for any person appointed to this position who is currently in receipt of a Civil or Public Service pension or has a preserved Civil or Public Service pension which will come into payment during his/her employment in this position.**

- **Department of Education and Skills Early Retirement Scheme for Teachers Circular 102/2007**

The Department of Education and Skills introduced an Early Retirement Scheme for Teachers. It is a condition of the Early Retirement Scheme that with the exception of the situations set out in paragraphs 10.2 and 10.3 of the relevant circular documentation, and with those exceptions only, if a teacher accepts early retirement under Strands 1, 2 or 3 of this scheme and is subsequently employed in any capacity in any area of the public sector, payment of pension to that person under the scheme will immediately cease. Pension payments will, however, be resumed on the ceasing of such employment or on the persons 60th birthday, whichever is the later, but on resumption, the pension will be based on the person's actual reckonable service as a teacher (i.e. the added years previously granted will not be taken into account in the calculation of the pension payment).

- **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.

#### **d. Prior Public Servants**

While the default pension terms, as set out in the preceding paragraphs, consist of Single Scheme membership, this may not apply to certain appointees. Full details of the conditions governing whether or not a public servant is a Single Scheme member are given in the Public Service Pensions (Single Scheme and other Provisions) Act 2012. However, the key exception case (in the context of this competition and generally) is that a successful candidate who has worked in a pensionable (non-single scheme terms) capacity in the public service within 26

weeks of taking up appointment, would in general not become a member of the Single Scheme. In this case such a candidate would instead be offered membership of the pension scheme for non-established civil servants ("Non-Established State Employee Scheme"). This would mean that the abatement provisions at (c) above would apply, and in addition there are implications in respect of pension accrual as outlined below:

#### **e. 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 would 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.

#### **f. Pension-Related Deduction**

This appointment is subject to the pension-related deduction in accordance with the Financial Emergency Measure in the Public Interest Act 2009.

For further information in relation to the Single Public Service Pension Scheme for Public Servants please see the following website: <https://singlepensionscheme.gov.ie>.

### **Secrecy, Confidentiality and Standards of Behaviour:**

#### **Official Secrecy and Integrity**

During the term of the contract an appointee will be subject to the Provisions of the Official Secrets Act, 1963, as amended by the Freedom of Information Acts 1997 and 2003. The appointee will agree not to disclose to third parties any confidential information either during or subsequent to the period of employment.

#### **Civil Service Code of Standards and Behaviour**

The appointee will be subject to the Civil Service Code of Standards and Behaviour.

#### **Character**

A candidate for and any person holding the office must be of good character.

#### **Ethics in Public Office Act 1995**

The Ethics in Public Office Acts 1995 will apply, where appropriate, to this employment.

**Important notice:**

**The above represents the principal conditions of service and is not intended to be the comprehensive list of all terms and conditions of employment which will be set out in the employment contract to be agreed with the successful candidate.**

## **COMPETITION PROCESS**

### **How to Apply**

Applicants should submit a copy of their current Curriculum Vitae with a letter of interest and the names and contact details of two referees by e-mail to the Human Resources Unit of the National Library of Ireland at [careers@nli.ie](mailto:careers@nli.ie). **Please note that all application documentation should be submitted in a single PDF document.**

Applicants will be short-listed on the basis of the information contained in their applications. It is the responsibility of applicants to be available for interview on the allotted time and date.

The Library reserves the right to make such enquiries as it considers necessary in relation to an applicant before making an offer of a post to him/her.

### **Closing date**

The closing date for receipt of applications is 03:00pm, Friday, 26<sup>th</sup> January 2024

**This closing date will be strictly adhered to.**

### **Format of the Competition**

The format of the competition is a semi-structured interview, using the relevant competencies associated with the post and information provided through the application process. Interviews will be held in English.

### **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 National Library may decide that a number only will be called to interview. In this respect, the National Library provide for the employment of a shortlisting process to select a group for interview who, based on an examination of the application forms, appear to be most suitable for the position. An expert board will examine the application forms against a pre-determined criteria based on the requirements for the position and decide if you will be shortlisted, relative to the other candidates applying for the position. This is not to suggest that other candidates are necessarily unsuitable or incapable of undertaking the job, rather than 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.

### **Deeming of candidature to be withdrawn**

Candidates who do not, when requested, furnish such evidence as the National Library of Ireland requires in regard to any matter relevant to their candidature will have no further claim to consideration.

### **Review Procedures in relation to the Selection Process**

Requests for a review are dealt with in accordance with the "*Code of Practice: Appointment to Positions in the Civil Service and Public Service*" published by the Commission for Public Service Appointments - the Code can be accessed at [www.cpsa.ie](http://www.cpsa.ie) .

The National Library of Ireland will consider requests (addressed to the HR Unit) for review as follows:

- informal process to be availed of within 5 working days of the notification of initial decision (Section 7.8 of Code) or within 2 working days of the receipt of a decision in relation to an interim stage (Section 7.9 of Code).
- Formal process: request for review must be made within 10 working days of the notification of the initial decision or if an interim stage the request for review must be received within 4 working days (Section 7.13 of Code).
- The candidate may seek to have outcome of initial review reviewed by decision arbitrator and a request to this effect should be made within 7 working days of the receipt of the outcome of the initial review (Section 7.15 of Code).

Section 8 of the Code deals with the Review/Appeals Procedures in relation to allegations of a breach of the Code of Practice.

### **Candidate Feedback**

In accordance with the principles of the above Code of Practice, the National Library of Ireland is committed to providing clear, specific and meaningful feedback to candidates. In this regard it is the National Library of Ireland's policy to provide written feedback to candidates. This will comprise the candidate marks from the competition, benchmarking the mark relative to the performance of other candidates and a comment from the assessment board in relation to the candidate's overall performance under each of the competency headings.

### **Access to Information**

**THREE** hardcopies of application material will be generated from the e-mailed application for use by the interview board. On completion of the competition **ONE** copy will be retained by the HR unit and the remaining **TWO** copies will be destroyed. Data Protection Acts 1988 - 2018 will apply.

## APPENDIX 1

### Senior ICT Officer (User Services) at HEO Level – Key Performance Indicators

Team Leadership	Works with the team to facilitate high performance, developing clear and realistic objectives and addressing and performance issues if they arise
	Provides clear information and advice as to what is required of the team
	Strives to develop and implement new ways of working effectively to meet objectives
	Leads the team by example, coaching and supporting individuals as required
	Places high importance on staff development, training and maximising skills & capacity of team.
	Is flexible and willing to adapt, positively contributing to the implementation of change
Judgement, Analysis & Decision Making	Gathers and analyses information from relevant sources, whether financial, numerical or otherwise weighing up a range of critical factors
	Takes account of any broader issues, agendas, sensitivities and related implications when making decisions
	Uses previous knowledge and experience in order to guide decisions
	Uses judgement to make sound decisions with a well-reasoned rationale and stands by these
	Puts forward solutions to address problems
Management & Delivery of Results	Takes responsibility and is accountable for the delivery of agreed objectives
	Successfully manages a range of different projects and work activities at the same time
	Structures and organises their own and others work effectively
	Is logical and pragmatic in approach, delivering the best possible results with the resources available
	Delegates work effectively, providing clear information and evidence as to what is required
	Proactively identifies areas for improvement and develops practical suggestions for their implementation
	Demonstrates enthusiasm for new developments/changing work practices and strives to implement these changes effectively
	Applies appropriate systems/ processes to enable quality checking of all activities and outputs
	Practices and promotes a strong focus on delivering high quality customer service, for internal and external customers
Interpersonal & Communication Skills	Builds and maintains contact with colleagues and other stakeholders to assist in performing role
	Acts as an effective link between staff and senior management
	Encourages open and constructive discussions around work issues

	Projects conviction, gaining buy-in by outlining relevant information and selling the benefits
	Treats others with diplomacy, tact, courtesy and respect , even in challenging circumstances
	Presents information clearly, concisely and confidently when speaking and in writing
	Collaborates and supports colleagues to achieve organisational goals

<b>Specialist Knowledge, Expertise and Self Development</b>	Has a clear understanding of the roles, objectives and targets of self and team and how they fit into the work of the unit and Department/ Organisation and effectively communicates this to others
	Has high levels of expertise and broad Public Sector knowledge relevant to his/her area of work
	Focuses on self-development, striving to improve performance
<b>Drive &amp; Commitment to Public Service Values</b>	Strives to perform at a high level, investing significant energy to achieve agreed objectives
	Demonstrates resilience in the face of challenging circumstances and high demands
	Is personally trustworthy and can be relied upon
	Ensures that customers are at the heart of all services provided
	Upholds high standards of honesty, ethics and integrity