

## BRIEFING DOCUMENT AND SELECTION PROCESS FOR

### **Information Systems Project Leader**

Limerick City and County Council is establishing a panel for the position of I.S. Project Leader from which permanent and temporary vacancies may be filled. The successful candidate will be assigned to ICT Department of Limerick City and County Council, and will report to the ICT Manager (Head of Information Systems).

The I.S. Project Leader is responsible for the day-to-day management of the ICT function, has two teams to manage this function, ICT Infrastructure and ICT Service Desk. Both these teams have their own managers that report directly to the I.S. Project Leader.

The role of I.S. Project Leader is an ICT Management role and the successful candidate is expected to have ICT Technical Skills and competencies.

### **Duties**

The successful candidate will be expected to carry out the duties set out below:

- Proactively & strategically manage & support all aspects of the ICT infrastructure to provide an effective, reliable and secure ICT infrastructure. Thereby ensuring that ICT delivers a comprehensive service that meets the business requirements, and supports the Corporate Strategic aims and objectives of the Council, resulting in improved service delivery and efficiency throughout the Council.
- Report to Head of Information Systems or whomsoever may be determined by Limerick City and County Council.
- Possess a high degree of initiative and be able to work both as an individual and as a team member. Manage workload effectively within the team ensuring that the targets set for ICT are achieved.
- Successfully manage the relationship with internal departments and external service providers.
- Responsible and Accountable for all aspects of ICT security.
- Responsible and Accountable for changes affecting the ICT infrastructure, ensuring such changes take place in a controlled and auditable manner.
- Responsible and Accountable for the integrity of the Council's electronically held information. Performing regular reviews and tests of the back-up systems and disaster recovery mechanisms, and provide input into the Business Continuity plan where appropriate.
- Supervise, Manage and Mentor ICT staff, including Training & Development needs.
- Continue to develop ICT skills as technology changes and to enter into an agreed personal development plan. Develop practices to ensure the full ICT Team are kept abreast of new technological developments, and to provide in-house training when required. Supervise and Participate in the Performance Management Development System.

- Complete all mandatory training successfully.
- Assist with the development & implementation of projects, based on a broad and detailed knowledge of current and emerging technologies. Provide technical input into projects undertaken by, or impacting on Limerick City and County Council. Implementation may be outside of normal working hours.
- Advise and inform on technical issues as part of the decision making process for technical direction and procurement of new systems. Assist in developing long-term, strategic plans, for the development of the ICT requirements within the Council.
- Provide 3<sup>rd</sup> level support to Limerick City & County ICT infrastructure & Systems.
- Participate in the development and review ICT policy.
- General Office Management ensuring that services are delivered efficiently and in line with Corporate objectives.
- Create, Maintain and develop appropriate records, reports and documentation as required.
- Any other duties as may be assigned.

### **The Person - Qualifications**

#### **1. CHARACTER:**

Candidates shall be of good character.

#### **2. HEALTH:**

Each candidate must be in a state of health such as would indicate a reasonable prospect of ability to render an efficient service.

#### **3. EDUCATION ETC.**

Candidates must have on the latest date for receipt of completed applications:

**(i)**

**A)** A qualification at Level 8 on the National Framework of Qualifications (NFQ) major award (i.e. honours degree), in a relevant computing discipline **and** at least 4 years directly relevant, recent ICT hands-on experience from your employment to date\*

**OR**

**B)** A qualification at Level 8 on the National Framework of Qualifications (NFQ) major award (i.e. honours degree), or higher, with computing taken in the final year **and** at least 5 years directly relevant, recent ICT hands-on experience from your employment to date\*

**OR**

**C)** A qualification at Level 7 on the National Framework of Qualifications (NFQ) major award (i.e. ordinary degree), in a relevant computing discipline **and** at least 5 years directly relevant recent ICT hands-on experience from your employment to date\*.

**OR**

**D)** A Level 6 NFQ major award qualification in a relevant computing discipline **and** at least 6 years directly relevant recent ICT hands-on experience from your employment to date.\*

**AND**

**(ii)** have a satisfactory knowledge of public service organisation or the ability to acquire such knowledge.

\*Relevant ICT hands-on experience should include, but is not limited to:

areas such as managing delivery of digital solutions, enterprise architecture, software and applications development projects involving a range of technologies and platforms covering web development, data management, database administration, business analysis/discovery, business intelligence and data analytics, DevOps, enterprise architecture, technical infrastructure service design and delivery, server and client operating systems and architecture stacks, telecommunications and networking infrastructure delivery support, technical support, ICT service management, operations and server support, ICT/ cyber security, mobile device management, virtualisation delivery support, database and application support, cloud computing, etc.

\* Non Irish Qualifications must be accompanied by a determination from Quality and Qualifications Ireland (QQI) to establish their comparability against the Irish National Framework of Qualifications, overseas qualifications must also be accompanied by a translation document.

Although a management post, the person will be expected to undertake hands-on technical work and should have appropriate experience of and technical competencies in some of the following:

- Microsoft Windows Server 2008 and above.
- Microsoft Exchange 2013 and above.
- LAN's, WAN's TCP/IP (DNS/DHCP), Routing, Network Design, Cisco network administration, configuration, and troubleshooting.
- Firewall management.
- Active Directory management.
- VMware vSphere management (vCentre and VMware View).
- Datacentre administration and knowledge of Storage technologies such as SAN's, iSCSI, Fibre, NFS & CIFS.
- Knowledge of Disaster Recovery technologies such as backups, replication, duplication, deduplication.
- Unified communications.
- Ubuntu or other LAMP stack knowledge
- MS-SQL Database administration.
- IIS/Apache setup/configuration.

Appropriate Microsoft, VMware & Cisco certification is not essential but would give candidates for the post an advantage. So too would Certified Information Security Manager status or equivalent security qualifications.

#### **4. EXPERIENCE ETC.:**

Candidates shall:

- a. Have a minimum of 5 years satisfactory ICT experience to include Project Management and Team Management in either, Infrastructure Management, Operations\Service Delivery or Business Solutions Implementation; and
- b. Possess a high level of technical training and experience.

**Preferably, the successful candidate will demonstrate;**

- Experience of being part of, or leading a technical team, and working effectively as part of a team.
- Demonstrate practical experience of the management of change.
- Excellent communication, interpersonal, Supervisory management and people management skills.
- Excellent organisational, time management and leadership skills.
- Experience in managing, motivating and developing staff.
- Being committed to self-development and be enthusiastic about acquiring new skills and embracing new technologies.
- Strong capabilities of building organised processes and structured formal documentation.
- A satisfactory knowledge of the functions and duties of Local Authorities.
- Ability to work effectively under pressure and achieve objectives in a timely manner.
- Good understanding and knowledge of local authority policy procedures and practices.
- Proven problem solving and trouble shooting skills.
- Budgetary management skills.
- That they hold a current, full, clean, category B driving licence and have access to own car.

### **The Post**

A panel will be formed for an initial period of one year and this may be extended for a further year at the discretion of the Chief Executive. The panel may be used by Limerick City and County Council to fill permanent and temporary positions that may arise for its duration. Vacancies will be offered in order of merit as per the panel.

### **Annual Leave**

30 days per annum

### **Salary**

Salary scale: €51,853 - €67,410 per annum (11 point scale). Payment of increments is dependent on satisfactory performance.

Entry point of this scale will be determined in accordance with Circulars issued by the by the Department of Housing, Local Government & Heritage.

In accordance with Departmental Circular letter EL 02/2011, a person who is not a serving local authority employee will enter the scale for the position at the first point.

### **Location**

Limerick City and County Council reserves the right to assign the successful candidate to any department or premises in use by the Council, now or in the future.

Changes in location of employment will not result in payment of disturbance money or other compensation. The person appointed will be required to travel to and from work at their own expense.

### **Hours of Work**

The working hours at present provide for a five day, thirty-seven hours working week, hours may vary from time to time.

The working hours may be reviewed at any time by the Council. The post may require flexibility in working outside of normal hours, including at weekends, as necessary. No additional remuneration will be paid in respect of such activities.

The provisions of Limerick City and County Council's Time and Attendance Policy is applicable to this grade at the current time.

### **Pension**

The relevant Superannuation Scheme will apply.

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### **Sick Leave**

The terms of the Public Service Sick Pay Scheme will prevail.

### **Superannuation**

The Local Government Superannuation Scheme applies.

### **Travel**

Holders of the post should hold a full driving licence for class B vehicles and shall be required drive a motor car in the course of their duties and for this purpose, provide and maintain a car to the satisfaction of the local authority. Travelling expenses and subsistence expenses necessarily incurred in the course of official duties will be refunded in accordance with appropriate rates in line with the relevant Department Circulars and Local Authority Travel and Subsistence Policy.

Limerick City and County Council, as employer, must be indemnified on your insurance policy. If during your employment, your licence is revoked, even temporarily, or if you receive endorsements on your licence, which may affect your duties, you are obliged to notify the Council immediately.

### **Residence**

The holder of the post shall reside in the district in which their duties are to be performed or within a reasonable distance thereof.

### **Safety and Welfare**

The holder of the post shall co-operate with the terms of Limerick City and County Council's Safety Statement and Major Emergency Plan. The successful candidate shall make themselves aware of the safety rules and procedures and make proper use of all safety, clothing and equipment.

### **Training**

It is a condition of employment that successful candidates will be required to participate in training programmes relevant to the skills necessary for the performance of the duties attaching to the post.

### **Taking Up Appointment**

The local authority shall require a person to whom an appointment is offered to take up such appointment within a period of four weeks and if they fail to take up the appointment within such period or such longer period as the local authority in its absolute discretion may determine, the local authority shall not appoint them.

### **Garda Vetting**

The National Vetting Bureau (Children and Vulnerable Persons) Act 2012 to 2016 came into effect on 29th April 2016. The Act places a statutory obligation on Limerick City and County Council to ensure that 'any work or activity which is carried out by a person, a necessary and regular part of which consists mainly of a person having access to or contact with children or vulnerable persons will be subject of Garda Vetting'.

## **Probation**

Where a person who is not already a permanent employee of a local authority is appointed, the following provisions shall apply:

- (a) There shall be a period after such appointments take effect, during which such person shall hold such post on probation.
- (b) Such period shall be set by the Chief Executive and this period may be extended at his/her discretion.
- (c) Such person shall cease to hold the post at the end of the period of probation, unless during such period, the Manager has certified that the service of such person is satisfactory.

## **References**

Applicants are required to advise the names of two responsible persons to whom they are well known but not related (at least one of the referees should be an existing or former employer).

In advance of any offer of employment, Limerick City and County Council reserves the right to seek references from current and previous employers, educational institutions or any other organisations with which the candidate has been associated. The Council reserves the right to determine the merit, appropriateness and relevance of such references and referees.

## **General Data Protection Regulation**

### **Basis for Processing your Personal Information**

The basis for processing your personal data is to progress your application for the position you have applied for with Limerick City and County Council under the Terms of the Employment (Information) Act 1994 and Human Resources Department policies and procedures.

If you do not furnish the personal data requested, Limerick City and County Council will not be able to progress your application form for the competition for which you are applying.

## **Pre-Employment Medical**

Prior to appointment the candidate will be required to complete a Health Declaration and may be required to undergo a medical examination by a qualified medical practitioner nominated by the Council. Where for any reason the cost of the medical examination is borne by the applicant it shall be refunded on appointment subject to statutory tax and statutory deductions.

## **Canvassing**

Any attempt by a candidate or by any person(s) acting at their instigation, directly or indirectly by means or written communication or otherwise, to canvas or otherwise influence in the candidate's favour, any member of the staff of the Council, or person nominated by the Council to interview or examine applicants will automatically disqualify the candidate for the position they are seeking.

## **Application Process**

Completed application forms must be e-mailed to [recruitment@limerick.ie](mailto:recruitment@limerick.ie) no later than **Friday, 8<sup>th</sup> July 2022**.

An official application form must be completed in full by the closing date for the competition. **Please note that amendments to the application form will not be accepted after the closing date.** CV's will not be accepted in lieu of an application form.

Please send your application from an e-mail address that you will review regularly as communication during the assessment/selection period will only be through that e-mail address. Please also ensure that you regularly review your spam/junk email folder as occasionally your email service provider may direct emails to that folder.

## **Selection Process**

Candidates will initially be assessed to ensure that they meet the minimum specified criteria for the position.

Candidates will then be assessed on the basis of the information contained in their application form to determine, having regard to the requirements of the position and the number who have applied, if they should be called for interview. Short-listing may apply based on information supplied on application forms and the requirements of the position.

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 Limerick City and County Council is satisfied that such a person fulfils the requirements or is not disqualified by law from holding the position. Prior to a candidate being appointed, Limerick City and County Council 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.

## **Shortlisting:**

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, Limerick City and County Council may decide that a number only will be invited to same.

In this respect, Limerick City and County Council provides for the employment of a short listing process to select a group for interview who, based on an examination of the application forms by an expert board, appear to be the most suitable for the position.

The board will examine the application forms against 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 **relevant qualifications/ experience** on the application form.



**NOTE-** As part of the shortlisting process, achieving 50% in each competency will not guarantee that a candidate is called for interview. Due to the number of applicants, only a proportion of those achieving 50% in each competency may be called for interview, based on the marked awarded in the shortlisting process. Further qualified candidates may be called at a later stage at the discretion of Limerick City and County Council.

**Competitive Interview:**

Selection will be by means of a competition based on an interview conducted by or on behalf of the local authority. This interview may be in person or online, this is at the discretion of the Local Authority.

A panel may be formed on the basis of such interview. Candidates whose names are on a panel and who satisfy the local authority that they possess the qualifications declared for the post and that they are otherwise suitable for appointment may within the life of the panel be appointed as appropriate permanent and temporary vacancies arise.

**Interview:**

Candidates will be assessed at interview under the following competencies. The candidates at the interview will be questioned on at least some of the indicators listed below under each competency:

<p><b>Management &amp; Change (100)</b></p>	<ul style="list-style-type: none"> <li>• Ability to translate corporate policies and strategies into operational plans and outputs.</li> <li>• Clear understanding of political reality and context of the local authority.</li> <li>• Embeds good governance practices into day to day activities, practices and processes.</li> <li>• Develops and maintains positive and beneficial relationships with relevant interests.</li> <li>• Effectively manages change, fosters creativity and overcomes resistance to change.</li> <li>• Knowledge and understanding of new technologies.</li> </ul>
<p><b>Delivering Results (100)</b></p>	<ul style="list-style-type: none"> <li>• Acts decisively and makes timely, informed and effective decisions.</li> <li>• Contributes to operations and develops team plans in line with corporate goals, operational objectives and available resources.</li> <li>• Establishes high quality service and customer care standards.</li> <li>• Manages the allocation, use and evaluation of resources to ensure they are used effectively to deliver on operational plans.</li> <li>• Technical skills as described above.</li> <li>• Identifies and achieves efficiencies.</li> <li>• Ensures compliance with legislation, regulation and procedures.</li> </ul>
<p><b>Performance Through People (100)</b></p>	<ul style="list-style-type: none"> <li>• Effectively manages performance of technical individuals and technical teams to achieve operational plan targets and objectives.</li> <li>• Leads by example to motivate staff in the delivery of high quality outcomes and customer service.</li> </ul>

	<ul style="list-style-type: none"> <li>• Understands the value of effective communications at all levels within the organisation.</li> <li>• Demonstrates excellent verbal and written communication skills.</li> <li>• Ability to foster and maintain productive working relationships within the organisation and with relevant stakeholders externally.</li> </ul>
<b>Personal Effectiveness (100)</b>	<ul style="list-style-type: none"> <li>• Initiative and creativity.</li> <li>• Enthusiasm and positivity about the role.</li> <li>• Resilience and Personal Well-Being.</li> <li>• Personal Motivation.</li> <li>• Commitment to integrity &amp; good public service values.</li> <li>• Understanding the structures and environment within which the local authority sector operates and the role of an IS Project Leader in this context.</li> <li>• Knowledge of current local government issues and strategic direction of local government.</li> </ul>

Candidates at interview must achieve a minimum 50% of the total marks available in each of the competencies to qualify for inclusion on a panel.

**Limerick City and County Council is an Equal Opportunities Employer.**

**June, 2022.**