

Business Operations, HR Team  
Technology & Transformation

HSE, Dr. Steeven’s Hospital,

Dublin 8, D08 W2A8

**Oibríochtaí Gnó, Teicneolaíocht agus Claochlú**

FSS, Ospidéal Dr. Steeven’s,

Baile Átha Cliath 8, D08 W2A8

**Grade VII National Desktop Application Co-Ordinator**

**Technology & Transformation**

**Job Specification & Terms and Conditions**

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| **Job Title and Grade** | Grade VII, National Desktop Application Co-Ordinator – CSE Strategic Application Services, Technology and Transformation |
| **Campaign Reference** | T&T/13/24 |
| **Closing Date** | TBC |
| **Proposed Interview Date (s)** | To be confirmed |
| **Taking up Appointment** | A start date will be indicated at job offer stage |
| **Organisational Area** | Technology and Transformation |
| **Location of Post** | The Head of Strategic Application Services is open to engagement in respect of flexibility around location subject to availability for relevant meetings in various locations. Technology and Transformation currently have a number of offices throughout Ireland, and it is expected that the successful candidate will work from one of these locations.   * Dublin * Kells * Sligo * Manorhamilton * Cork * Kilkenny * Galway * Limerick * Tullamore * Drogheda * Kerry * Ardee   A panel may be created for the post from which permanent and specified purpose vacancies of full or part time duration may be filled. |
| **Informal Enquiries** | Sarah O’Donoghue  Phone: 0871880733  Email: sarah.odonoghue@hse.ie |
| **Details of Service** | Technology and Transformation is the HSE office responsible for the delivery of technology to support healthcare across Ireland. Technology and Transformation embraces all voice, video and data communications technologies and provides one central management point for all purchases of hardware, software, telecommunications, ICT developments and advisory services.  Technology and Transformation is also responsible for turning operational delivery model within Technology & Transformation into a reality ensuring that technology supports healthcare efficiently and effectively throughout the whole system. The core of the operational delivery model is to bring improved population wellbeing, health service efficiencies and economic opportunity through the use of technology enabled healthcare provision.  The Desktop Application Co Ordinator is responsible for data gathering, analysis and reporting specific to the desktop estate on behalf of CSE, Technology and Transformation |
| **Reporting Relationship** | National Application Managers, CSE, Technology and Transformation |
| **Purpose of the Post** | The Desktop Application Co Ordinator is responsible for co-ordinating remediation, data gathering, analysis, reporting, ownership assignment, vendor liaising for specific applications that reside on the desktop estate on behalf of CSE, Technology and Transformation |
| **Principal Duties and Responsibilities** | * Support the CSE Strategic Application Services Office in the coordination of desktop data analysis. * Liaise with cross functional teams to ensure a steady state is maximised across the desktop application portfolio. * Familiarity of various desktop applications and environments * Familiarity with software lifecycle management, including updates, patches, and upgrades. * Knowledge of operating systems (e.g., Windows, VMS, Linux) and integration with desktop applications * Engage and deliver continuous service improvement. * Establish, monitor, and maintain a central library of relevant documentation. * Provide guidance in the development, implementation, monitoring and review of desktop application procedures and work instructions, where required. * Liaise with suppliers and contribute to vendor management programme as required. * Manage process activities on a day-to-day basis. * Engage in on-call activities in line with business and management needs. * Management of staff and resources within this area. * Engage in relevant on-going training programmes. * Identify and proactively resolve process issues. * Deputise for the Line Manager as required. * Continuous analysis and review of desktop applications and report on the potential impact of changes on the business. * To communicate effectively with staff and management, to deliver an effective service. * Implement and manage work plans as agreed with Senior Management. * To work with other areas of CSE Delivery in the implementation of planned programmes of work. * To liaise, engage and develop relationships with all HSE business functions in the region and beyond. * Contribute to the development of the Strategic Application Services function. * Proactively engage in the development, completion and maintenance of a national applications register. * Develop, deliver, and maintain suitable reporting functions where appropriate. * Have a working knowledge of the Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etcand comply with associated HSE protocols for implementing and maintaining these standards as appropriate to the role. * To support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service. * To act as spokesperson for the Organisation as required. * Demonstrate pro-active commitment to all communications with internal and external stakeholders.   .  **The above Job Description is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post while in office.** |
| **Eligibility Criteria**  **Qualifications and/ or experience** | ***This campaign is confined to staff who are currently employed by the HSE, TUSLA, other statutory health agencies\*, or a body which provides services on behalf of the HSE under Section 38 of the Health Act 2004 as per Workplace Relations Commission agreement -161867***  \*A list of ‘other statutory health agencies’ can be found: [[here](http://health.gov.ie/about-us/agencies-health-bodies/).](http://health.gov.ie/about-us/agencies-health-bodies/)  **Eligibility Criteria – Qualifications and/or experience**   1. **Professional Qualifications, Experience, etc.:**   (a) Eligible applicants will be those who on the closing date for the competition:   1. Have satisfactory experience as a Clerical Officer in the HSE, TUSLA, other statutory health agencies, or a body which provides services on behalf of the HSE under Section 38 of the Health Act 2004.   **Or**   1. Have obtained a pass (Grade D) in at least five subjects from the approved list of subjects in the Department of Education Leaving Certificate Examination, including Mathematics and English or Irish1 . Candidates should have obtained at least Grade C on higher level papers in three subjects in that examination.   **Or**   1. Have completed a relevant examination at a comparable standard in any equivalent examination in another jurisdiction.   **Or**   1. Hold a comparable and relevant third level qualification of at least level 6 on the National Qualifications Framework maintained by Qualifications and Quality Ireland, (QQI).   **and**  (b) Candidates must possess the requisite knowledge and ability, including a high standard of suitability, for the proper discharge of the office.  *Note1: Candidates must achieve a pass in Ordinary or Higher-level papers. A pass in a foundation level paper is not acceptable. Candidates must have achieved these grades on the Leaving Certificate Established programme or the Leaving Certificate Vocational programme. The Leaving Certification Applied Programme does not fulfil the eligibility*  **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.  **Character**  **Character**  Each candidate for and any person holding the office must be of good character |
| **Post specific requirement** | **Applicants must, at the latest date of application, clearly demonstrate, all of the criteria listed below as relevant to the role:**   * Significant experience of managing ICT service and staff in a complex environment. * Experience supporting the implementation of ICT projects and/or supporting the operation of ICT systems and Desktop Application Co-Ordination * Experience of working collaboratively with multiple internal and external stakeholders in a complex environment. |
| **Other requirements specific to the post** | * Access to appropriate transport to fulfil the requirements of the role. * Flexibility in relation to working hours to fulfil the requirements of the role. * Excellent written and verbal communication skills. |
| **Skills, competencies and/or knowledge** | **Professional Knowledge & Experience**  Demonstrate:   * Knowledge and experience of applications management and support across a range of platforms. * Good working knowledge of underlying technologies and platforms. * Knowledge and experience of strategic management skills including service planning, managing own work and that of others, delegating appropriately within the resources available. * Knowledge and experience of project management. * Knowledge of ITIL and/or other internationally recognised, relevant quality approaches. * Knowledge and understanding of the latest ICT strategies. * Knowledge and understanding of the Health Service Executive Reform Programme and the issues in implementing ICT enabled change. * Knowledge and experience of dealing with vendors and / or third parties in both a technical and business sense. * Knowledge of public procurement processes in relation to ICT projects and service. * Excellent ICT and report writing skills. * Technical knowledge of database administration.   **Communications & Interpersonal Skills**  ***Demonstrate:***   * Effective verbal communication skills, delivering complex information clearly, concisely and confidently. * Excellent written communication skills including strong report writing and presentation skills. * Excellent communication and interpersonal skills in order to deal effectively with a wide range of stakeholders.   **Planning & Organising and Delivery of Results**  ***Demonstrate:***   * The ability to successfully manage a range of different projects and work activities concurrently, utilising computer technology effectively and assigning work to others as appropriate to meet strict deadlines. * The ability to proactively identify areas for improvement and to develop practical solutions for their implementation. * The ability to embrace change and adapt local work practices accordingly by finding practical ways to make policies work, ensuring the team knows how to action changes. * The ability to use resources effectively, challenging processes to improve efficiencies where appropriate.   **Evaluating Information, Problem Solving & Decision Making**  ***Demonstrate:***   * Excellent analytical, problem solving and decision-making skills. * The ability to quickly grasp and understand complex issues and the impact on Strategic Application Services. * The ability to confidently explain the rationale behind decisions when faced with opposition. * The ability to make sound decisions with a well-reasoned rationale and to stand by these. * Initiative in the resolution of complex issues.   **Building and Maintaining Relationships including Teamwork & Leadership Skills**  ***Demonstrate:***   * The ability to build and maintain relationships with colleagues and other stakeholders and to achieve results through collaborative working. * The ability to work both independently and collaboratively within a dynamic team and multi stakeholder environment. * The ability to lead the team by example, coaching and supporting individuals as required. * Flexibility, adaptability and openness to working effectively in a changing environment.   **Commitment to a Quality Service**  ***Demonstrate:***   * Evidence of incorporating the needs of the service user into Strategic Application Services. * Evidence of practicing and promoting a strong focus on delivering high quality customer service for internal and external customers. * Commitment to developing own knowledge and expertise. * Evidence of setting high standards of performance for self and others, ensuring accurate attention to detail and consistent adherence to procedures and current standards within area of responsibility. |
| **Campaign Specific Selection Process**  **Ranking/Shortlisting / Interview** | A ranking and or shortlisting exercise may be carried out on the basis of information supplied in your application form. The criteria for ranking and or shortlisting are based on the requirements of the post as outlined in the eligibility criteria and skills, competencies and/or knowledge section of this job specification. Therefore, it is very important that you think about your experience in light of those requirements.  Failure to include information regarding these requirements may result in you not being called forward to the next stage of the selection process.  Those successful at the ranking stage of this process (where applied) will be placed on an order of merit and will be called to interview in ‘bands’ depending on the service needs of the organisation. |
| **Code of Practice** | The Health Service Executive will run this campaign in compliance with the Code of Practice prepared by the Commission for Public Service Appointments (CPSA). The Code of Practice sets out how the core principles of probity, merit, equity and fairness might be applied on a principle basis. The Code also specifies the responsibilities placed on candidates, facilities for feedback to applicants on matters relating to their application when requested, and outlines procedures in relation to requests for a review of the recruitment and selection process and review in relation to allegations of a breach of the Code of Practice. Additional information on the HSE’s review process is available in the document posted with each vacancy entitled “Code of Practice, Information for Candidates”.  Codes of practice are published by the CPSA and are available on [www.hse.ie/eng/staff/jobs](http://www.hse.ie/eng/staff/jobs) in the document posted with each vacancy entitled “Code of Practice, Information for Candidates” or on [www.cpsa.ie](http://www.cpsa.ie). |
| The reform programme outlined for the Health Services may impact on this role and as structures change the job description may be reviewed.  This job description is a guide to the general range of duties assigned to the post holder. It is intended to be neither definitive nor restrictive and is subject to periodic review with the employee concerned. | |

**Grade VII ICT Applications Lead**



**Terms and Conditions of Employment**

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| **Tenure** | The current vacancies available are permanent and whole time.  The post is pensionable. A panel may be created from which permanent and specified purpose vacancies of full or part time duration may be filled. The tenure of these posts will be indicated at “expression of interest” stage.  Appointment as an employee of the Health Service Executive is governed by the Health Act 2004 and the Public Service Management (Recruitment and Appointment) Act 2004. |
| **Remuneration** | The Salary scale for the post is: **Grade VII**  €57,677 €59,085 €60,732 €62,384 €64,042 €65,522 €67,030 €68,497 €69,954 **€72,461 €74,978 LSIs 01/06/2024**  New appointees to any grade start at the minimum point of the scale.  Incremental credit will be applied for recognised relevant service in Ireland and abroad (Department of Health Circular 2/2011).  Incremental credit is normally granted on appointment, in respect of previous experience in the Civil Service, Local Authorities, Health Service and other Public Service Bodies and Statutory Agencies. |
| **Working Week** | The standard working week applying to the post is 35 hours.  HSE Circular 003-2009 “Matching Working Patterns to Service Needs (Extended Working Day / Week Arrangements); Framework for Implementation of Clause 30.4 of Towards 2016” applies. Under the terms of this circular, all new entrants and staff appointed to promotional posts from Dec 16th 2008 will be required to work agreed roster / on call arrangements as advised by their line manager. Contracted hours of work are liable to change between the hours of 8am-8pm over seven days to meet the requirements for extended day services in accordance with the terms of the Framework Agreement (Implementation of Clause 30.4 of Towards 2016). |
| **Annual Leave** | The annual leave associated with the post will be confirmed at job offer stage. |
| **Superannuation** | This is a pensionable position with the HSE. The successful candidate will upon appointment become a member of the appropriate pension scheme. Pension scheme membership will be notified within the contract of employment. Members of pre-existing pension schemes who transferred to the HSE on the 01st January 2005 pursuant to Section 60 of the Health Act 2004 are entitled to superannuation benefit terms under the HSE Scheme which are no less favourable to those which they were entitled to at 31st December 2004 |
| **Age** | The Public Service Superannuation (Age of Retirement) Act, 2018\* set 70 years as the compulsory retirement age for public servants.  ***\* Public Servants not affected by this legislation:***  Public servants recruited between 1 April 2004 and 31 December 2012 (new entrants) have no compulsory retirement age.  Public servants recruited since 1 January 2013 are members of the Single Pension Scheme and have a compulsory retirement age of 70. |
| **Probation** | Every appointment of a person who is not already a permanent officer of the Health Service Executive or of a Local Authority shall be subject to a probationary period of 12 months as stipulated in the Department of Health Circular No.10/71. |
| **Infection Control** | Have a working knowledge of Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc. |
| **Health & Safety** | It is the responsibility of line managers to ensure that the management of safety, health and welfare is successfully integrated into all activities undertaken within their area of responsibility, so far as is reasonably practicable. Line managers are named and roles and responsibilities detailed in the relevant Site Specific Safety Statement (SSSS).  Key responsibilities include:   * Developing a SSSS for the department/service[[1]](#footnote-1), as applicable, based on the identification of hazards and the assessment of risks, and reviewing/updating same on a regular basis (at least annually) and in the event of any significant change in the work activity or place of work. * Ensuring that Occupational Safety and Health (OSH) is integrated into day-to-day business, providing Systems Of Work (SOW) that are planned, organised, performed, maintained and revised as appropriate, and ensuring that all safety related records are maintained and available for inspection. * Consulting and communicating with staff and safety representatives on OSH matters. * Ensuring a training needs assessment (TNA) is undertaken for employees, facilitating their attendance at statutory OSH training, and ensuring records are maintained for each employee. * Ensuring that all incidents occurring within the relevant department/service are appropriately managed and investigated in accordance with HSE procedures[[2]](#footnote-2). * Seeking advice from health and safety professionals through the National Health and Safety Function Helpdesk as appropriate. * Reviewing the health and safety performance of the ward/department/service and staff through, respectively, local audit and performance achievement meetings for example.   **Note**: Detailed roles and responsibilities of Line Managers are outlined in local **SSSS**. |

1. A template SSSS and guidelines are available on the National Health and Safety Function/H&S web-pages [↑](#footnote-ref-1)
2. See link on health and safety web-pages to latest Incident Management Policy [↑](#footnote-ref-2)