Expression of Interest

Grade V – Staff Officer ICT Unit - SUSI
Specific Purpose
Ref: EOISP526

Expression of interest is invited for the above specific purpose position based in SUSI, from existing Grade III and Grade IV staff currently employed by City of Dublin ETB.

Expression of Interest open to	All existing Grade III (Clerical Officers) and Grade IV (Assistant Staff Officers currently employed within City of Dublin ETB.
Proposed Timeline	Shortlisting will take place commencing: 23rd March 2026 Interviews will commence week beginning: 30th March 2026 *All dates are subject to change and are for guidance only*
Duration of Position	This is a specific purpose position to cover a temporary position.
Salary	Will be paid at the appropriate point on the Grade V salary scale
Hours of work	35 hours per week.
Location	The position will be based in SUSI, Shelbourne Road, Dublin 4. *Additional attendance onsite will be required as part of the role. The position may require working outside standard hours to meet the variable demands of the ICT Unit and the broader work of SUSI.*
Summary of Position	Reporting to the Systems Administrator, the ICT Technician holds an important position within the ICT Unit. The role is responsible for supporting the ICT systems and infrastructure, ensuring the seamless operation of technology solutions across SUSI. The ICT Technician role demands high levels of analytical problem-solving and technical knowhow and insight.
Essential Requirements	• Be currently employed as a Grade III (Clerical Officer) or Grade IV (Assistant Staff Officer) within City of Dublin ETB. • Good educational standard, minimum Leaving Certificate or equivalent. • 2 year's satisfactory clerical experience or experience or training in an area relevant to the role. • Have the requisite knowledge, skills, and competencies to carry out the role. (Competencies will be informed by best practice Public Appointment Service competency frameworks for the Irish Public Service).
Desirable Requirements	• A relevant third-level qualification in Information Technology, Computer Science, or a related field. • Advanced proficiency in ICT, including expertise with Microsoft Office Suite and system administration tools. • Comprehensive understanding of ICT policies, data protection regulations, and relevant legislation affecting system administration. • In-depth knowledge of system monitoring, maintenance processes, and procedures for troubleshooting and resolving technical issues. • Proven experience with data entry, system configuration, and use of workflow automation tools. • Ability to prioritise tasks and manage multiple ICT projects in a fast-paced and high-pressure environment. • Ability to work independently while collaborating with ICT teams to achieve operational targets and meet deadlines. • Demonstrated experience working in a target-driven ICT environment. • Solution-oriented approach with a commitment to delivering high-quality ICT support and services. • Ability to analyse and interpret ICT issues and emerging technology trends.

	• Demonstrates ownership of ICT projects and accountability for delivering results. • Strong commitment to providing excellent internal and external customer service within ICT operations.
Principal Duties and Responsibilities	Reporting to the Systems Administrator, the ICT technician holds an important position within the ICT Unit. The role is responsible for supporting the ICT systems and infrastructure, ensuring the seamless operation of technology solutions across SUSI. Key responsibilities are: • Managing the day-to-day operation and support of SUSI's ICT systems and infrastructure, maintaining optimal performance and reliability. • Assisting with the introduction of new ICT systems and improving existing systems and processes to enhance business efficiency. • Developing and execute disaster recovery plans to guarantee business continuity in the event of system failures. • Creating and administering user accounts, managing permissions, and regulating access to SUSI systems and resources. • Fostering relationships with key stakeholders and vendors, ensuring effective communication and cooperation. • Providing comprehensive technical support to end-users, both remotely and onsite, resolving ICT-related issues efficiently. • Supervising the implementation and upgrading of software and hardware projects within the ICT Unit's scope. • Supplying regular updates and progress reports regarding ICT projects to Senior Management and key stakeholders. • Overseeing vendor relationships, including monitoring contracts, ensuring compliance, and tracking documentation. • Supporting, guiding, and mentoring junior team members, fostering their development within the ICT Unit. • Developing and enhancing standard operational processes in key ICT areas, progressing these processes through to approval. • Proactively identifying, assessing, and managing risks associated with ICT operations and projects. Security Management • Monitoring and managing endpoint protection, conduct malware analysis, and address threats to SUSI systems. • Maintaining information security records in line with ISMS policies and procedures. • Contributing to developing best practices for ICT security within SUSI. • Staying current on ICT security trends and recommend new technologies as needed. • Possessing working knowledge of standards and frameworks such as Public Service Cyber Security Baselines Standards, NIS2, and ISO 27001. • Delivering Cyber Security Training to staff and stakeholders, ensuring awareness and best practice adherence.
Competencies	*People Management* • Consults and encourages the full engagement of the team, encouraging open and constructive discussions around work issues. • Gets the best out of individuals and the team, encouraging good performance and addressing any performance issues that may arise • Values and supports the development of others and the team • Encourages and supports new and more effective ways of working • Deals with tensions within the team in a constructive fashion • Encourages, listens to and acts on feedback from the team to make improvements

- Actively shares information, knowledge and expertise to help the team to meet its objectives

Analysis & Decision Making
- Effectively deals with a wide range of information sources, investigating all relevant issues
- Understands the practical implication of information in relation to the broader context in which s/he works – procedures, divisional objectives etc
- Identifies and understands key issues and trends
- 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 remedies are in place
- Maximises the input of own team in 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 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 unit and Department/ Organisation 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 the team.

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

Note: Having read the competencies and thought about the demands of the role, for each of the above competencies candidates will be asked, at interview, to demonstrate a specific example which illustrates how you have developed the relevant competency during your career to date which clearly demonstrates your suitability for this position.

Ideally you should include all elements of the STAR competency framework which is outlined as follows:

	Situation	Present a challenging situation you found yourself in.
	Task	What did you need to achieve from the situation?
	Action	What action did you personally take to achieve this?
	Result	What was the result of your action?

To apply please upload your Letter of Application and CV, as one attachment, on our Online Platform The Hire Lab here: https://cdetbcareers.thehirelab.com/LiveJobs/ViewJob/CVKNXB8379N

Important Note: Please ensure that your letter of application & CV clearly evidence the essential requirements.

Latest date for receipt of completed online applications is: Monday 23rd March 2026

Important Notes:

- *Please ensure that your Letter of Application & CV clearly evidence the essential requirements.*
- *Applicants must create a profile in order to apply for positions / upload CV's via our online system, which can be done through the link above.*
- *Selection will be by the way of a competitive interview which will focus on the key skills and duties of the role and the competencies associated with roles at this level.*
- *Please note that it is the responsibility of the applicant to ensure that all application documents are received on time. Any technical difficulties encountered by the sender when submitting applications are not the responsibility of City of Dublin ETB. Therefore, candidates are strongly advised to submit applications well before the 12 noon deadline on the specified closing date.*
- *Providing incorrect information or deliberately concealing any relevant facts may result in disqualification from the selection process or, where discover is made after appointment, in summary dismissal.*
- *Any travel or other expenses incurred by candidates whilst undertaking or attending any elements of the selection process will not be refunded by City of Dublin ETB.*

Late applications will not be accepted. Shortlisting may take place. Canvassing will disqualify.
City of Dublin ETB is an equal opportunities employer.

Dr. Christy Duffy,
Chief Executive.