Analyst Programmer 2 – ICT Application Support

Duties and Terms & Conditions of Employment

1. PREAMBLE

Mary Immaculate College (MIC) is an autonomous, university-level, Catholic College of Education and the Liberal Arts. Founded in 1898, and linked academically with the University of Limerick, MIC is the oldest higher education institution in Limerick. Significant expansion in recent decades has seen the College's offerings proliferate across two impressive campuses, one based in the heart of Limerick City and one in Thurles, Co. Tipperary. The diverse student community is made up of more than 5,000 learners, participating in nine undergraduate degree programmes and a multiplicity of postgraduate opportunities extending to doctoral level. Academic staff are engaged in a wide range of research interests which underpins all teaching and learning at the College.

MIC seeks to prepare its students for professional excellence and to nurture their capacity to lead flourishing lives.

2. CANDIDATE PROFILE & SCOPE OF THE POSITION

The College wishes to fill the position of Analyst Programmer, 2 on a fulltime, permanent basis.

The successful candidate will be part of the College's Information & Communications Technology Services Department. The Department has a remit to provide, maintain and support appropriate ICT hardware and software systems to enable academic staff, professional services staff and students to support the strategic goals and targets of a modern third-level teaching, learning and research environment.

In order to be considered for this position candidates must have:

a) A minimum of a level 7 degree or postgraduate qualification in a relevant discipline.
b) Required knowledge and skills: Strong Microsoft Windows Server administration skills, thorough knowledge and practical experience in key networking and systems concepts (e.g. DHCP, DNS, Active Directory, Group Policy), Virtualisation experience (Hyper-V or VMWare), Messaging (e.g. Microsoft Exchange Server, Office 365), Storage administration, Microsoft System Center Suite, SQL Database administration.
c) Office 365 Administration and Support in a Hybrid Environment.
d) Experience with applications such as scheduling, attendance systems and physical security access control systems.
e) Database Technologies experience: SQL Server 2008/2012, MySQL, setup/configuration, database administration and development experience.
f) The ability to deliver solutions using existing tools and investigating new products as required.

g) Ability to identify tasks which require automation and to implement as appropriate.
h) Ability to research and solve complex issues independently.
i) ICT Training and knowledge transfer experience.
j) Project Management skills and ability to lead projects using a project management methodology.
k) Ability to function successfully in both team and independent work environments under management guidance. Strong organisational, inter-personal and communication skills with the ability to provide technical leadership within the ICT group.
l) Minimum experience of 5 years in a similar role.

Cuirfear fáilte roimh iarratais ó dhaoine go bhfuil dearcadh dearfach acu i leith na Gaeilge. Applications are welcome from people who have a positive outlook to the Irish language.

Candidates must clearly indicate in their applications how they meet each of the above criteria.

3. JOB DESCRIPTION

Reporting Relationship

The appointee is required to carry out the duties attached to the post, under the general direction of the Director of ICT Services, to whom he/she reports, and to whom he/she is responsible to for the performance of these duties in the first instance.

The appointee will report through the Director of ICT Services to the College President and/or to such other College Officers as the President may designate from time to time. He/she will liaise with the Heads of Departments, Course Leaders and other College personnel and with relevant College bodies in carrying out the duties attaching to the post.

The reporting relationship will be subject to review from time-to-time in the light of changing circumstances and developments in Mary Immaculate College.

Duties and Responsibilities

The functions and duties attached to the post of Analyst Programmer 2 will be assigned and modified by the Director of ICT Services and/or College Management. It is expected that the Analyst Programmer 2 will carry out the following indicative functions and duties:

- Performing planning and configuration for all aspects of ICT application infrastructure.
- Performing continuous system health checks, user administration, and application of patches and upgrades to the application infrastructure.
- Problem solving and documentation of current and new ICT applications including contributing to both the stakeholder's knowledgebase and also the ICT internal knowledgebase.
- Working closely with the fellow team members to provide support and issue resolution.
- Planning, coordinating, and implementing application security measures in order to protect data, software, and hardware.
- Collaborating with and supporting the work of other ICT staff.
- Attending and actively participating in meetings.

- Ensuring compliance to security standards, policies and guidelines across the College network.
- Researching, evaluating, recommending and implementing cost-effective technologies to support business requirements and improvements.
- Rigorously creating and maintaining documentation for all processes and procedures.
- Assisting in management and expansion of the ICT infrastructure.
- Maintaining up-to-date knowledge of emerging tools and technologies.
- Working with ICT Management to identify and acquire any further skills and training as required.
- Working with ICT Management in relation to day to day operations along with operational processes and controls.

The list of duties and responsibilities as detailed is not exhaustive. The performance of the entire range of duties is not necessarily confined to any one individual, as the work requires that the staff function in a flexible manner, and work together as a team. The College retains the right to assign new duties and/or to re-assign staff to other areas of the College, in response to service needs.

4. TERMS AND CONDITIONS

General

All persons employed will sign an appropriate contract, which will contain terms and conditions of the employment. A job description is given to all applicants for employment and this will form part of the contract documentation.

Place of Work

The place of work will be Mary Immaculate College, Limerick. The College reserves the right to require the person appointed to work from any other location, including at MIC St. Patrick's Campus Thurles whose academic information systems are integral to the College as a whole and which the appointee will be required oversee on site as and when necessary. It is a requirement of the College that the appointee must reside within a reasonable of their place of work.

Exclusivity of Service and Outside Work

The person appointed will be required to devote his/her full-time attention and abilities to his/her duties during his/her working hours in the College, and to act in the best interest of the College at all times. Therefore, for as long as the successful applicant is employed by the College, he/she may not, without the prior written consent of the College, be actively engaged or concerned in any way, either directly or indirectly, in any other business or undertaking where this is or is likely to be in conflict with the College's interests or the performance of the employee's duties.

The appointee will not, during his/her tenure of office, undertake paid outside work unless he/she has received the permission of the Vice President of Administration and Finance to undertake such work on the terms and conditions as agreed for the particular undertaking in question. In every case, it is the duty of the appointee to seek in writing the prior permission of the Vice President of Administration and Finance. It is also the duty, in every case, of the appointee to inform the person or body for whom the work is being undertaken, that the work is being conducted in a private capacity and that the College cannot in any circumstances be responsible for such work.

Probationary Period

The appointment is subject to satisfactory completion of the standard 9 month probationary period. The probationary period may be extended at the discretion of the College but will not in any case exceed 11 months. Absences during the period of probation will extend the probationary period. Performance and conduct during the probationary period will be monitored through a process of assessment meetings. Termination of employment during the probationary period will be at the discretion of the College. An abridged version of the disciplinary procedure will apply to employees on probation who have been employed by the College for less than 12 months.

Hours of Attendance

Full time hours are 37 hours (net) per week.

The normal hours of duty are Monday to Thursday, 9am to 5.15pm and Friday 9am to 4.45pm with a 45 minute lunch break each day, however the nature of this senior appointment is such that additional attendance will be required from time to time which may include evening and occasional weekend attendance. No overtime will be paid for additional hours worked.

The College reserves the right to adjust starting and finishing times or days of duty to meet service needs.

Salary

The Salary scale for this position has been approved by the Department of Education & Skills and the Higher Education Authority in line with Government Policy on Public Sector remuneration. The rate of remuneration may be adjusted from time to time in line with Government pay policy. The appointment will be made on the salary scale at a point in line with current Government Pay Policy. New entrants to the Civil or Public Sector, as defined in Circular 18/2010, will commence on the first point of the salary scale.

The grade for the post of Analyst Programmer 2. With effect from 1st April 2017, the annual salary scale for the grade of Analyst Programmer 2 is:

€44,202; €45,553; €46,898; €48,218; €49,550; €50,869; €53,060; €55,061; €57,116

Salary will be paid on a monthly basis on the 2nd last bank working day of each month, using the Paypath facility. Payment of salaries and wages are subject to statutory deductions, i.e. Income Tax (PAYE), Superannuation Contributions and Pay Related Social Insurance (PRSI).

Superannuation

New entrants to the public service will be required to participate in the Single Public Service Pension Scheme and pay superannuation contributions at the appropriate rates in accordance with the provisions of the Public Service Pensions (Single Scheme and Other Provisions) Act, 2012.

All other eligible appointees are automatically included in the Colleges' of Education Pension Scheme on taking up appointment. In compliance with the Colleges of Education Pension Scheme, deductions amounting to 6.5% are made from salary. Details of the regulations concerning the Colleges' of Education Pension Scheme may be obtained from the College's Human Resources Office.

The mandatory retirement age for new entrant staff in employment in the public service after 1st January 2013 is 70 years. All other Members of the College's staff must retire at the age of 65.

Staff who are not eligible for membership of the Colleges' of Education Pension Scheme or the Single Public Service Pension Scheme may avail of a PRSA (Personal Retirement Savings Account). A designated PRSA provider has been nominated by the College and staff who are not eligible for membership of the aforementioned schemes should contact the Finance Office for further information on PRSA.

Annual Leave

The annual leave entitlement for this grade is 27 working days per leave year. Annual leave should be taken when students are off campus and the taking of leave must have the prior approval of the relevant Line Manager.

Public Holidays are granted in accordance with the provisions of the Organisation of Working Time Act, 1997.

Sick Leave

Employees who have a minimum 3 months continuous employment with the College may be granted sick pay subject to the terms of the Public Service Sick Leave Scheme. Sick pay is contingent on full cooperation and compliance with the Colleges absence management procedures.

Confidentiality

In the course of working in Mary Immaculate College, the person appointed may have access to, or hear information concerning staff and/or students, and/or the functioning and the business of the College. Such information acquired in the course of employment with the College, including any aspect of the College's responsibilities or operations, is considered to be confidential information. On no account must information concerning students, staff or other College business be divulged or discussed except in the performance of normal duty, and unless authorised to do so, this information shall not be communicated to a third party. In addition records must never be left in a manner that unauthorised persons can obtain access to them and must be kept in safe custody when no longer required.

Health & Safety

Mary Immaculate College will ensure as far as reasonably practicable, a safe and healthy work environment. Therefore, it is the duty of each employee to take reasonable care to protect the health and safety of themselves and of other people in the workplace. Each employee must comply with all health and safety policies and procedures in operation in Mary Immaculate College and familiarise him/herself with the Safety Statement.

Employees are obliged to wear the PPE (Personal Protective Equipment) they have been provided with and no person shall intentionally or recklessly interfere with or misuse any appliance, protective clothing or other equipment provided in the workplace for health and safety purposes. Employees are statutorily/legally obliged to ensure that any accidents/incidents which may occur are reported promptly to the Health and Safety Officer on the MIC Accident/Incident Report Form.

The person appointed to this post must fully participate in and attend all relevant work related health and safety training as may be required by the College.

College Policies, Rules and Regulations

The College is a Public Sector employer and is bound by National Agreements. It is also bound by regulations, circulars and directives issued on behalf of Government by the Department of Finance, the Department of Education & Skills and the Higher Education Authority.

Employees are at all times subject to the provisions of the College policies, rules and regulations. These policies include but are not confined to Discipline & Grievance Policies, Dignity at Work, Examination Rules & Regulations, Policy on Responsible Computing and Use of Information Technology Facilities. These policies are outlined in the Staff Handbook for College employees. All employees are required to familiarise themselves with the contents of the Handbook, which is available via the Human Resources webpage on the College website.

Termination of Employment

At least three calendar months written notice is required to resign a post.

On the termination of employment but before departing from the College, staff members are required to return to the College all books, reports, memoranda, correspondence, papers, records, reports, files including data held on electronic files, computer disks, electronically recorded discs, and any other documentation, and all other property, including office keys, belonging to the College or relating to its business or affairs which are in the possession of a staff member or under his/her control when the employment is terminated.

5. APPLICATION AND SELECTION PROCESS

Method of Selection for Recommendation

The number of applications received for a position generally exceeds that required to fill the position and 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 College may decide that only a limited number of candidates will be called to interview. In this respect the College will provide for the employment of a short listing 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 each application form 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 the candidate's own interest to provide a detailed and accurate account of qualifications/ experience on the application and clearly identify how they meet the specified candidate criteria.

The selection process may include an aptitude assessment of one or more of the essential competencies for the post.

A recommendation for appointment will be made by an Interview Board. The appointment will be based on this recommendation, except where considerations of health or an unsuitable record in previous employment warrants a departure. A panel will be formed from which permanent and temporary appointments to this post may be filled during the life of the panel (12 months).

In the event that a recommendation for permanent appointment is not made by an interview board, the College reserves the right to appoint a suitable candidate, identified through the selection process, to the post on a fixed term basis.

Candidates must produce satisfactory documentary evidence of all training and experience claimed by them, if required.

Medical Examination

For the purpose of satisfying requirements as to health, successful candidates, before being appointed, may be required to undergo pre-employment health screening.

Garda Vetting

Successful applicants will be required to undergo Garda vetting if they have not already done so during employment with the College. Specific instruction on this process will be given at the appropriate time. Applicants who do not comply with the College's requirements in this regard will be excluded from consideration for appointment.

Making of Applications

Application forms for this post may be downloaded from the Mary Immaculate College employee portal. A letter of application plus **five** copies of the completed application form must be submitted along with a letter of application. Email applications will **not** be accepted.

Applications must be submitted in typed format. Handwritten applications will **not** be accepted. Incomplete applications, including those submitted with fewer than the required number of copies, will **not** be accepted.

Applications must reach the Human Resources Office, Mary Immaculate College, South Circular Road, Limerick not later than

2pm on Friday, 17th November 2017

Late applications will **not** be accepted.

The College will not be responsible for any expenses, including travelling expenses, which candidates may incur in connection with their candidature.

Canvassing will disqualify. Any attempt by a candidate either personally or through any other person, on their behalf, to canvass or otherwise influence the outcome of the selection/interview process in his/her favour will lead to disqualification from the competition. Any representations made on behalf of a candidate, without his/her knowledge will be ignored.

Mary Immaculate College is an equal opportunities employer.

Candidates will be short-listed on the basis of information supplied.

October 2017