Grade 4 Assistant Staff Officer, Internal IT Department (Permanent) Open Competition

Closing date – Apply by 1pm on the 12th November 2024. Email fully completed applications to jobapplications@lgma.ie

The Assistant Staff Officer works as part of a team, supporting the line manager and other colleagues to meet the LGMA work goals and objectives. The Assistant Staff Officer is a support or supervisory position within the Agency and is assigned responsibility for the day-to-day operation of a work area, section or team. The role is varied and requires the post holder to be flexible, capable of meeting statutory deadlines and to ensure commitment to delivering quality results. He/she is expected to carry out duties in a manner that enhances trust and confidence.

The duties of an Assistant Staff Officer are varied and can involve assignment to different parts of the organisation or different areas of work. The performance of the entire range of duties is not necessarily confined to any one individual within a section, as the work requires that employees in the role function in a flexible manner and work effectively together as a team to deliver required outcomes or outputs.

Key Duties and Responsibilities

- System Maintenance and Support:
    - Install, configure, and maintain servers, workstations, and network equipment (both hardware and software).
    - Manage user accounts, permissions, and access across various systems (e.g., Active Directory, Office 365).
    - Troubleshoot and resolve IT-related issues for employees (hardware, software, and network-related).

- Network Management:
    - Monitor and maintain the LGMA's local area network (LAN), wide area network (WAN), and wireless networks.
    - Monitor and maintain network security ensuring firewalls, VPNs, and endpoint security solutions are in order.
    - Perform regular backup operations, ensuring data integrity and recovery plans are in place.

- IT Security & Compliance:
    - Implement and maintain security protocols to protect company data and systems from unauthorized access or threats.
    - Keep up-to-date with emerging IT security trends and recommend best practices for improving system security.
    - Ensure compliance with relevant regulations (GDPR, ISO standards, etc.) and participate in internal and external audits.

- Software & Application Support:
    - Evaluate and prioritise service desk tickets, troubleshooting and remediation.
    - Provide support for enterprise software applications (e.g., Microsoft Office Suite, collaboration tools).
    - Administer and support cloud services (e.g.Azure) as needed.
    - Administer and support printer services.
    - Collaborate with the software development team to maintain and update internal applications and tools.

- Asset Management:
    - Track and manage IT hardware and software inventory, ensuring licensing compliance.

- Deployments & Recovery
    - Monitor HR staff tracker for new joiners and terminations.
    - Ensure timely setup and deployment of IT equipment for new joiners.
    - Recover assigned assets and provide regular reports on asset returns.
    - Escalate issues or delays to relevant stakeholders.

- Documentation & Reporting:
    - Maintain comprehensive documentation of all systems, configurations, and IT processes.
    - Generate reports on IT performance metrics, including system uptime, network performance, and support ticket resolution.

- Team Collaboration:
    - Collaborate with other IT team members to improve IT services and implement new technologies.
    - Provide end-user training on IT systems and tools when necessary.

Essential Requirements

1. Character

Candidates shall be of good character.

2. Health

Candidates shall be in a state of health such as would indicate a   reasonable prospect of ability to render regular and efficient service.

3. Education, training, experience, etc.

Each candidate must, on the latest date for receipt of completed application forms, have:

(i) have obtained at least Grade D (or a Pass), in Higher or Ordinary Level, in five subjects (or four subjects if Irish is included) from the approved list of subjects in the Department of Education Established Leaving Certificate Examination or Leaving Certificate Vocational Programme.

OR

(ii) have obtained a comparable standard in an equivalent examination or NFQ Level 6 Qualification

OR

(iii) hold a third level qualification of at least degree standard

And

2-3 years of hands-on experience in an IT Administrator, System Administrator, or similar role.

And

Demonstrate the competencies as set out in the LGMA Competency Framework (see Appendix).

Desirable Skills & Qualifications

- Technical Skills:
    - Strong knowledge of Windows operating systems and server management.
    - Experience with Active Directory.
    - Experience with Office 365 administration (InTune, EntraID, Defender, Teams etc.)
    - Experience with Azure is a plus.
    - Familiarity with network protocols (TCP/IP, DNS, DHCP) and networking equipment (routers, switches, firewalls).
    - Familiarity virtualization technologies (e.g. VMware).
    - Knowledge of IT security best practices, firewalls, VPNs, and antivirus solutions.
    - Basic knowledge of scripting languages (e.g., PowerShell, Bash) is a plus.

- Problem-Solving:
    - Strong analytical and problem-solving skills to diagnose and resolve hardware and software issues efficiently.

- Communication:
    - Excellent written and verbal communication skills, with the ability to interact with both technical and non-technical stakeholders.

- Certifications:
    - Relevant certifications such as CompTIA A+, Network+, Microsoft Certified Systems Administrator (MCSA), or Cisco Certified Network Associate (CCNA) are preferred.

Principal Conditions of Service

General
The appointment is for a permanent post in the Local Government Management Agency and is subject to general terms and conditions in operation relating to appointments in the Agency.

Remuneration
The salary scale applicable to this position as per circular EL 03-2024 1st October 2024 is as follows;

Point No.	1	2	3	4	5
Salary	€34,260	€36,366	€39,355	€41,318	€43,045

Point No.	6	7	8	9	LSI 1
Salary	€44,696	€46,938	€48,560	€50,206	€51,733

Point No.	LSI 2
Salary	€53,301

The holder of the office shall pay to the LGMA any fees or other monies (other than his/her inclusive salary) payable to or received by him/her by virtue of his/her office or in respect of services which he/she is required by or under any enactment to perform. 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. Different terms and conditions may apply if you are currently a serving civil or public servant.

For further information please see the LGMA Candidate information booklet https://www.lgma.ie/en/about-us/work-with-us/

Appendix - Grade 4 Level Competencies

Understanding Purpose and Change		Delivering Results		Performance through People		Personal Effectiveness	
1.1	Knowing the purpose of the LGMA and its priorities and structures	2.1	Identifying problems and contributing to solutions	3.1	Managing and directing	4.1	Qualifications, skills, and knowledge
1.2	Understanding and complying with the Code of Business Conduct for all employees	2.2	Organising and implementing work programmes	3.2	Performing effectively	4.2	Resilience and personal well being
1.3	Maintaining a positive image of the LGMA	2.3	Managing resources	3.3	Managing conflict	4.3	Integrity
1.4	Implementing and co-operating with change	2.4	Complying with LGMA rules	3.4	Communicating effectively	4.4	Personal motivation and initiative
1.5	Safety, health, and welfare at work	2.5	Delivering quality work and services				