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**Grade V STAFF Officer**

**IT**

**Job Description**

**Reporting to:** APO Corporate Services, CE and Director of Organisation Support and Development, Head of IT.

**Nature of Position:** Permanent

**Place of Work:** Monaghan/Cavan

**Hours of Work:** Monday to Friday - 35 hours per week

**Salary Scale:** Salary will be paid in accordance with such rates as may be authorised by the Minister for Education from time to time for Grade V positions

**Role and Responsibilities:**

The responsibilities for the post include,

* Contribute within the ICT Team to assist with continuous development of IT systems and to ensure all solutions are delivered on time and within budget.
* Assist the ICT Team with Project Management for ICT projects to ensure effective and efficient implementation and, where required, lead and take onus on assigned projects from early concept stage through design, procurement, to implementation and completion.
* Deal with ICT procurement and tender competitions for services and goods.
* Proactively contribute to Operating policies and procedures.
* Preparation and sign-off of Accounts (P2P), including management of ICT Grant for schools.
* Preparation, completion and timely submission of ICT Department of Education and Statutory Returns.
* Engage in management and sectoral meetings, CPD and attend relevant ICT conferences.
* Management of CMETB website, Corporate Mobile Phones and Sharepoint Platform.
* Manage IT Support Helpdesk Tickets relating to Mobile phone fault management and SharePoint issues and, where necessary, co-ordinate with 3rd Party Support team
* Liaison Person for CMETB Awards Portal website.
* Update and manage Contract Management System.
* 3rd party support including necessary training and upskilling, as required.
* Any other task or duty which may be required from time to time by the Chief Executive / Director of Organisation, Support & Development (OSD) and Head of ICT to contribute to the achievement of objectives of the section.

***\* This job specification is intended as a guide to the general range of duties and is intended to be neither definitive nor restrictive.  It will be reviewed from time to time***

**Competencies**

The person appointed to this post will be required to show evidence of the following **6 competencies** in their application form.

**People Management**

* Leads others, monitoring performance and trying to get the best out of people
* Allocates work fairly and appropriately and ensures that everybody does their fair share
* Addresses any performance issues in a timely, appropriate and constructive manner
* Involves others in decisions that affect them, allocating work fairly and appropriately
* Demonstrates trust in others to deal with important tasks and acknowledges a job well done
* Helps team members to identify their own and their team’s learning and development needs in line with objectives
* Helps build effective relationships and resolve disagreements between team members
* Acts as an effective link between staff and other managers

**Information Management and Decision Making**

* Follows procedures and ensures they are implemented in own area, understanding the rationale behind them
* Reviews completed work regularly and acts on learning points
* Evaluates current work practices to identify changes that could be made to improve efficiencies
* Can work effectively on a number of tasks at the same time
* Is comfortable working with and manipulating a range of data, e.g. numerical, written etc.
* Makes sound appropriate decisions in a confident manner and can justify and stand by them

**Delivery of Results**

* Delivers results on time and to a high standard
* Takes responsibility for own work and the work of the team
* Plans and prioritises the work schedule, ensuring the efficient use of all the resources available and delivering on objectives even with multiple or conflicting demands
* Evaluates the current work practices to identify changes that could be made to help them run more effectively
* Maintains accurate records and monitors work, ensuring any errors are identified and rectified
* Appreciates the need to delegate work appropriately rather than doing everything oneself

**Interpersonal and Communication Skills**

* Shows respect, tact and maintains composure when dealing with customers or staff members
* Demonstrates the ability to be assertive and negotiate when necessary, communicating in a clear and confident manner whilst remaining approachable and polite
* Listens to others and invites feedback, dealing with information in a constructive way
* Influences others by actively listening and clearly expressing their position
* Produces written letters /reports in a clear and concise manner

**Specialist Knowledge, Expertise and Self Development**

* Develops and maintains the skills and expertise required to perform in the role effectively, e.g. relevant technologies, IT systems, relevant policies etc
* Has a clear understanding of the role, objectives and targets and how they fit into the work of the unit and Department/ Organisation and communicates this to the team
* Leads by example, being committed to self-development and enhancing the knowledge and skills required to improve performance

**Drive and Commitment to Public Service Values**

* Consistently strives to perform at a high level, demonstrating flexibility and finding solutions to overcome obstacles
* Serves the Government and people of Ireland
* Can work independently without excessive guidance or support
* Demonstrates resilience in the face of significant demands and challenges
* Ensures that the customer is at the heart of all services provided
* Is personally honest and trustworthy
* Acts with integrity and supports this in others