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| **Job Description** | |
| **Post Type:** | Assistant Principal Officer |
| **Reporting to:** | Chief Executive (CE), Director of Organisation Support and Development (DOSD) |
| **Job Title:** | Head of IT  (The initial appointment will be to the I.T. Department in the Organisation Support and Development Directorate; however, the area of responsibility may change in line with the needs of LOETB) |
| **Place of Work:** | IT Department, Administrative Offices, LOETB |
| **Salary Scale:** | €80,274-€97,769 (13-point scale) |
| **Annual Leave:** | 30 days per year |
| **Date of issue:** | 11th July 2024 |
| **Initial Duties IT** | Assist the DOSD/CE, as appropriate, in the provision of an efficient and effective service in the following areas as outlined below: |

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| **Duties:** | | |
| **Initial Duties IT**  • Assist the Director of OSD/CE, as appropriate, in the provision of an efficient and effective service in the following areas:  **IT Systems and development**  • Oversee the continuous development of IT systems, ensuring a culture of continuous improvement to support the work of LOETB   • As Manager, review current practices, consult with users and identify key strategic Information technology issues for the organisation, making recommendations to mitigate risks.    • Liaise with project teams to ensure designated projects are aligned to national ETBI/Department of Education/SOLAS/DFHERIS IT strategies, as well as the LOETB IT Strategy and are delivered in a timely manner  • Lead on projects from early concept stage through to design, procurement, project management, implementation, and completion  • Engage with relevant stakeholders in the implementation of LOETB strategic projects and National Shared Services Projects for Education and Training Boards/Department of Education.   • Ensure that third-party suppliers provide services in line with agreed contractual arrangements as part of the effective delivery of projects   • Provide timely advice to the DOSD and the Senior Management Team relating to the provision of new IT Services and innovations by considering the suitability of new technology, by visiting other Education and Training Boards, engaging in continuous professional development and attendance at relevant conferences.   * Building an internal infrastructure to support front end users   **IT Strategy and Investment**    • Lead the delivery of the LOETB IT Strategy, ensuring priorities and challenges are understood, encouraging, and supporting stakeholder engagement in the process  • Working with the IT Team, provide specialist leadership across the IT procurement process, IT contract negotiation, business case and contract development  • Manage the IT budget and develop business cases in support of securing capital investment or alternative funding streams, for the development of IT across the organisation IT Department  • Responsible for managing and prioritising the workload of the IT Team, enabling the department to meet its current and future strategic plans, including performance management and the identification of continuous professional development needs  • Develop, document, and maintain relevant IT Standard Operating Procedures (‘SOPs’), policies and/or procedures  **Risk Management**    •  Identify key strategic IT issues and risks for the organisation. Assess, monitor and implement recommendations to mitigate risks and update the IT Risk Register to reflect same  •  Monitor IT infrastructure performance, plan for the upgrade, expansion, and redundancy of systems, threat avoidance and risk management of same in line with the IT Strategy and technological advances.  • Support and participate in internal and external audit and risk management processes.  • Undertake IT risk assessments necessary and proportionate for the effective management of IT risks associated with the organisation.  • Maintain an effective asset register of IT equipment under direct control of the IT section.  • Ensure compliance with Data Protection, Copyright, Health, Safety and Welfare, FOI and other relevant legislation pertaining to the area of IT.    **Business Continuity and Security**     • Develop, implement, test, and maintain an effective IT Disaster Recovery/Business Continuity plan, that incorporates disaster recovery, and ensure alignment with the wider organisation’s Disaster Recovery/Business Continuity plan  • Oversee the implementation of data security measures on systems and users and provide supports, policies and procedures for implementation support    • Manage and coordinate the provision of IT supports  • Development and implementation of a LOETB Information Security Management System.  Carrying out such other projects or activities as may be assigned from time to time by the Director of OSD/Chief Executive | | |
| **Personal specification – Qualifications, Knowledge, Experience & Skills** | **Essential** | **Desirable** |
| * A minimum of three years relevant experience in a Senior Management Role in IT * A high level of IT expertise including a proven ability to apply technology in the workplace * Capable of working on own initiative, with strong multi-   tasking capabilities, flexible and results focused   * Excellent planning and organisational skills with the   ability to prioritise tasks efficiently in a fast growing,  dynamic and pressurised environment   * Proven record as a strong team player * Third level education qualification or equivalent in   relevant discipline commensurate to the role | ü |  |

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| **Competencies required:** |
| The person appointed to the above post will be required to show evidence of the following competencies:    **Leadership**     * Actively contributes to the development of the strategies and policies of the ETB, as a   member of the senior management team   * Brings a focus and drive to building and sustaining high levels of performance,   addressing any performance issues as they arise   * Leads and maximises the contribution of the team ensuring effective delivery of tasks * Considers the effectiveness of outcomes across the entire ETB * Clearly defines objectives/ goals and delegates effectively, encouraging ownership and   responsibility for tasks   * Develops capability of others through feedback, coaching and creating opportunities for   skills development   * Identifies and takes opportunities to introduce new and innovative ways to improve   service across the ETB    **Analysis and Decision Making**     * Research issues thoroughly, consulting appropriately to gather all information needed on an issue * Understands complex issues quickly, accurately absorbing and evaluating data (including numerical data) * Integrates diverse strands of information, identifying inter-relationships and linkages   with awareness of consequences   * Makes clear, timely and well-grounded decisions on important issues * Considers the wider implications of decisions on internal and external stakeholders * Takes a firm position on issues s/he considers important and works effectively with   senior management    **Management and Delivery of Results**     * Takes responsibility for challenging tasks and delivers on time and to a high standard * Plans and prioritises work in terms of importance, timescales and other resource   constraints, re-prioritising in light of changing circumstances for self and relevant staff  teams   * Ensures quality and efficient customer service is central to and underpins the work of the   ETB   * Looks critically at issues to see how things can be done better * Is open to innovative ideas, initiatives, and creative solutions to problems * Ensures controls and performance measures are in place to deliver efficient and high   value services consistently   * Effectively manages multiple projects and personnel     **Interpersonal and Communication Skills**     * Presents information in a confident, logical and convincing manner, verbally and in   writing   * Encourages open and constructive discussions around work issues and is solution   focussed   * Promotes teamwork within the section, but also works effectively on projects across the   ETB   * Maintains poise and control when working to influence others * Instils a strong focus on high standards of Customer Service in his/her area * Develops and maintains a network of contacts to facilitate problem solving or   information sharing   * Engages effectively with a range of internal and external stakeholders, including ETB   staff, members of the public and colleagues in other public sector organisations    **Specialist Knowledge, Expertise and Self Development**     * Has the required level of knowledge and expertise to undertake the technical aspects of   the role   * Has a clear understanding of the role's objectives and targets of self and the team and   how they fit into the work of the ETB   * Has a breadth and depth of knowledge of relevant national policy issues and is sensitive   to wider political and organisational priorities   * Is focused on self-development, keeps up to date with developments in relevant field   seeking feedback and opportunities for growth to help carry out the specific requirements  of the role currently and into the future    **Drive and Commitment to Public Service Values**     * Is self-motivated and shows a desire to continuously perform at a high level * Is personally honest and trustworthy and can be relied upon * Promotes the highest standards of customer care and respect * Through leading by example, fosters the highest standards of ethics and integrity. |