

Information Guide

Confined Competition: Education and Training Sector Candidate Pool

Senior Staff Officer (Grade VI) – SUSI ICT - Systems Administrator Specific Purpose Contract G6SSP25



City of Dublin Education and Training Board (City of Dublin ETB) was established on 1st July 2013 under the Education and Training Boards Act, 2013. City of Dublin ETB has 3,000 employees and an annual budget of €580m. It is the state education and training authority for Dublin city and serves the area covered by Dublin City Council. This provision is delivered to over 48,000 learners (20,000 full-time and 28,000 part-time) and is supported by a range of services including a psychological service, a curriculum development unit, a buildings maintenance unit, and Head Office staff in Ballsbridge. It also has statutory responsibility for supporting the provision, coordination, administration, and assessment of youth work services in Dublin city and is the lead partner for Music Generation Dublin City.

City of Dublin ETB is also responsible for the national awarding authority for student grants in Ireland, Student Universal Support Ireland (SUSI). Student Universal Support Ireland (SUSI) is a unit of City of Dublin ETB which is designated by the Minister for Further and Higher Education, Research, Innovation and Science as the single Irish national awarding authority for student grants in further and higher education. SUSI is a dynamic workplace based in Ballsbridge, Dublin 4 and features a challenging balance of day-to-day operations and strategic development projects. The core work of SUSI involves the annual processing of large numbers of online grant applications within short timeframes to determine eligibility under the criteria of the Student Grant Scheme. Approximately 100,000 grant applications are received on an annual basis. SUSI has also broadened its functions in recent years and now provides services relating to the 1916 Bursary, the International Protection Student Scheme, the PLC Bursary for Displaced Persons (Ukraine), the National Tertiary Office Programmes and the All-Ireland Scholarship.

Proposed Timeframe	Shortlisting will take place week commencing: 4 th August 2025 Interviews will commence week beginning: 18 th August 2025 <i>*All dates are subject to change and are for guidance only</i>
Salary	For persons entering public service for the first time, starting pay will be at the minimum point of the scale, €56,755. This is not negotiable. An incremental salary scale applies thereafter. Previous public sector experience may be eligible for incremental credit, to be determined upon appointment.
Annual Leave	27 Working Days Per Annum
Hours of Work	35 Hours per week
Location of Position	The position will be based in SUSI, Shelbourne Road, Dublin 4.
Summary of Position	<p>Part of SUSI's vision is to be a data driven organisation with a core focus on the delivery of excellent service to its students and customers. By leveraging leading edge agile services and systems, SUSI can provide an integrated and digital end to end experience for users which will further streamline and automate the end-to end student grant administration process for both applicant, internal users, administrators and other stakeholders.</p> <p>The current SUSI process utilises several different web/ software-based applications including those of its outsourced service provider for call centre and document management services. The two main applications are the grant application portal (Grants On-Line) and the assessor portal (Grant Assessment System). It is planned to replace the current legacy systems with a Grant Management Solution/Platform to support the end-to-end processing of student grant applications. SUSI is seeking to engage a Systems Administrator in the ICT Unit on a Specific Purpose basis. Reporting to the ICT Officer, the Systems Administrator will play a key role in the SUSI ICT Unit.</p>

Essential Requirements	<ul style="list-style-type: none"> • Have obtained at least Grade D3 in five subjects in the Leaving Certificate Examinations (higher, ordinary, applied or vocational preparation) or equivalent or have passed an examination at the appropriate level within QQI qualifications framework which can be assessed as being of a comparable standard to Leaving Certificate or equivalent or higher or have appropriate relevant experience which encompasses equivalent skills and expertise. • Have the requisite knowledge, skills and competencies to carry out the role. • Be capable and competent of fulfilling the role to a high standard. • Have at least two years in a Grade III post, or equivalent, or higher, in the Education and Training Sector. • Have successfully completed their probation period or have successfully completed a probation period at a lower eligible grade.
Desirable Requirements	<ul style="list-style-type: none"> • A degree equivalent to level 7 or higher on the National Framework of Qualifications (or in such other relevant discipline as may be considered appropriate in the discretion of City of Dublin ETB): <u>AND/OR</u> <ul style="list-style-type: none"> • substantial experience at a level appropriate to the role in an area of work relating to one or more of the below and considered by City of Dublin ETB to be both sufficient and relevant to the key responsibilities for the role outlined further above. • Comfortable and accomplished in interacting with both technical and non-technical audiences on the business and technical aspects of ICT systems and developments • Having strong technical skills, business intelligence/analytical skills, and a full understanding of the needs of the customer • Ability to express complex technical matters in a manner appropriate for a general audience • Proven record as a team-player with a flexible approach. • Self-motivated, flexible and results focused with a willingness to challenge themselves and learn new skills and tools • Knowledge of the further and higher education sector in Ireland <p>In addition, have the following technical skillsets and knowledge of:</p> <ul style="list-style-type: none"> • Fundamentals of Active Directory management and Group Policy • Fundamentals of Networking; subnets, IP ranges, DNS, DHCP • Detailed knowledge of Virtualisation (VMware and/or Hyper-V) • Windows Server expertise – detailed knowledge of creation and configuration of domain controllers, DHCP/DNS • Fundamentals of Microsoft Azure Cloud, Microsoft 365 and Azure DevOps • Basics of PowerShell scripting, SQL queries • Fundamentals of backup and restore solutions
Principal Duties and Responsibilities	<p>Reporting to the ICT Officer, the Systems Administrator will play a key role in the SUSI ICT Unit tasked with supporting the ICT systems and infrastructure for SUSI including:</p> <p>Systems Administration</p> <ul style="list-style-type: none"> • Responsibility for the operational management of SUSI ICT systems and infrastructure support • Support the implementation of new ICT based systems and enhancing existing systems and processes to achieve business efficiency • Develop and implement disaster recovery plans to ensure business continuity in case of system failures • Create and manage user accounts, assign permissions, and control access to SUSI systems and resources • Manage relationships with all key stakeholders and Vendors • Provide technical support to end-users, both remotely and in person, to resolve their ICT related issues

	<ul style="list-style-type: none"> • Oversee the implementation and upgrade of software and hardware projects within the ICT Unit scope of responsibilities • Provide regular ICT project status updates and progress reports to Senior Management and key stakeholders • Manage vendor relationships, including contract oversight, compliance monitoring, and documentation tracking • Support, guide, and mentor junior team members • Develop and improve standard operational processes in key ICT areas, driving them through to approval • Identify, assess, and manage risks associated with ICT operations and projects <p>Security Management</p> <ul style="list-style-type: none"> • Possess strong expertise in cybersecurity and compliance requirements • Monitor and manage SUSI endpoint protection, malware analysis and threats • Maintain information security records in accordance with ISMS policies and procedures • Contribute to the development of best practices for ICT security in SUSI • Stay up to date on ICT security trends and recommend new technologies • Have a working knowledge of best practice standards and frameworks such as Public Service Cyber Security Baselines Standards, NIS2 and ISO 27001 • Deliver Cyber Security Training for staff & stakeholders. <p>This role requires high levels of analytical problem-solving capabilities, proactive management, technical oversight, input, review and reporting, together with a strong personal work ethic and a drive for results. This may include attendance at non-standard times to meet the variable demands of the ICT Unit and the work of SUSI in addition to standard City of Dublin ETB working hours.</p>
<p>Competencies</p>	<p><i>Leadership Potential</i></p> <ul style="list-style-type: none"> • Is flexible and willing to adapt, positively contributing to the implementation of change. • Contributes to the development of policies in own area and the broader Department/ Organisation. • Seeks to understand the implications of taking a particular position on issues and how interdependencies need to be addressed in a logical and consistent way. • Maximises the contribution of the team, encouraging ownership, providing support and working effectively with others. • Formulates a perspective on issues considered important and actively contributes across a range of settings. <p><i>Analysis & Decision Making</i></p> <ul style="list-style-type: none"> • Is skilled policy analysis and development, challenging the established wisdom and adopting an open-minded approach. • Quickly gets up to speed in a complex situation, rapidly absorbing all relevant information/data (written and oral). • Uses numerical data skilfully to understand and evaluate business issues. • Identifies key themes and patterns in and across different sources of information, drawing sound and balanced conclusions. • Sees the logical implications of taking a particular position on an issue. • Is resourceful and creative, generating original approaches when solving problems and making decisions. <p><i>Delivery of Results</i></p> <ul style="list-style-type: none"> • Assumes personal responsibility for and delivers on agreed objectives/ goals. • Manages and progresses multiple projects and work activities successfully. • Accurately estimates time parameters for projects and manages own time efficiently, anticipating obstacles and making contingencies for overcoming these. • Maintains a strong focus on meeting the needs of customers at all times.

	<ul style="list-style-type: none"> Ensures all outputs are delivered to a high standard and in an efficient manner. Use resources effectively, at all times challenging processes to improve efficiencies. <p>Interpersonal & Communication Skills</p> <ul style="list-style-type: none"> Communicates in a fluent, logical, clear and convincing manner verbally and in writing. Is able to listen effectively and develop a two-way dialogue quickly. Maintains a strong focus on meeting the needs of internal and external customers. Effectively influences others to take action. Works to establish mutual understanding to allow for collaborative working. Works effectively. <p>Specialist Knowledge, Expertise and Self Development</p> <ul style="list-style-type: none"> Clearly understands the role, objectives and targets and how they fit into the work of the Unit and Department/ Organisation. Develops the expertise necessary to carry out the role to a high standard and shares this with others. Is proactive in keeping up to date on issues and key developments that may impact on own area, the Department and/ or wider public service. Consistently reviews own performance and sets self-challenging goals and targets. Has significant expertise in his/her field that is recognised and utilised by colleagues. <p>Drive & Commitment to Public Service Values</p> <ul style="list-style-type: none"> Consistently strives to perform at a high level. Maintains consistent effort under pressure and is resilient to criticism or setbacks at work. Demonstrates high levels of initiative, taking ownership for projects and demonstrating self-sufficiency. Is personally trustworthy and can be relied upon. Places the citizen at the heart of all process and systems. Upholds the highest standards of honesty, ethics and integrity <p>Note: Having read the competencies and thought about the demands of the role, for each of the above candidates will be asked, on the application form, 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, within your application form. Ideally you should include all elements of the STAR competency framework which is outlined as follows:</p> <table border="1"> <tr> <td>Situation</td><td>Present a challenging situation you found yourself in</td></tr> <tr> <td>Task</td><td>What did you need to achieve from the situation?</td></tr> <tr> <td>Action</td><td>What action did you personally take to achieve this?</td></tr> <tr> <td>Result</td><td>What was the result of your action?</td></tr> </table>	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?
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<p>Terms & Conditions of Appointment</p>	<ul style="list-style-type: none"> A specific purpose appointment for the purpose of fulfilling an ICT - Systems Administrator vacancy. The appointment will be subject to the sanction of the Chief Executive. The appointment will have a probationary period, details of which will be stipulated in the contract of employment. Any offer will be subject to the receipt of two satisfactory references. Appointment is to City of Dublin ETB as a whole, not to a particular centre. City of Dublin ETB reserves the right to transfer Officers as the needs of the scheme dictates. The person appointed to the post will be required to contribute to the relevant 								

	<p>Superannuation Scheme.</p> <ul style="list-style-type: none"> For the purposes of satisfying the requirements as to health it will be necessary for the successful candidate before they are appointed, to undergo at City of Dublin ETB's expense, a medical examination by a qualified practitioner nominated by City of Dublin ETB. External work may not be undertaken without the prior consent of City of Dublin ETB.
Citizenship Requirements	<p>Candidates should note that eligibility to compete for posts is open to citizens of the European Economic Area (EEA) or to non-EEA nationals with a valid work permit. The EEA consists of the Member States of the European Union along with Iceland, Liechtenstein and Norway. Swiss citizens under EU agreement may also apply. Please visit the link below for updates to these requirements: Coming to Work in Ireland - Workplace Relations Commission</p> <p>Please note you must advise City of Dublin ETB if a work permit is required by you before commencing employment with City of Dublin ETB. This requirement should be notified to City of Dublin ETB as soon as possible.</p>
Termination	<p>The appointment will be terminated by one month's notice in writing on either side.</p>
Garda Vetting	<p>City of Dublin ETB is registered with the National Vetting Unit (NVU) which provides a disclosure service for organisations who have staff positions which may involve regular unsupervised access to children and vulnerable adults. As part of the organisations recruitment and selection process, offers of employment will be subject to NVU disclosures, where applicable.</p> <p>City of Dublin ETB reserves the right to re-vet all staff employed in positions that entail working with children and vulnerable adults at any time during their employment.</p>
Sick Leave and Special Leave	<p>Sick leave and special leave may be allowed in accordance with the conditions in force for the time being for Officers employed under the Schemes of Education and Training Boards.</p>
Superannuation & Retirement	<p>The successful candidate will be offered the appropriate superannuation terms and conditions as prevailing in the Public Service at the time of being offered an appointment. In general, an appointee who has never worked in the Public Service will be offered appointment based on membership of the Single Public Service Pension Scheme ("Single Scheme"). Full details of the Scheme are at www.singlepensionscheme.gov.ie.</p> <p>Where the appointee has worked in a pensionable (non-Single Scheme terms) public service job in the 26 weeks prior to appointment or is currently on a career break or special leave with/without pay, different terms may apply. The pension entitlement of such appointees will be established in the context of their public service employment history.</p> <p>Key provisions attaching to membership of the Single Scheme are as follows:</p> <ul style="list-style-type: none"> Pensionable Age: The minimum age at which pension is payable is 66 (retirement age is linked to State Pension Age). Retirement Age: Scheme members must retire on reaching the age of 70. Career average earnings are used to calculate benefits (a pension and lump sum amount accrue each year and are up-rated each year by reference to CPI). Post retirement, pension increases are linked to CPI.
Pension Abatement	<p>If the appointee has previously been employed in the Civil or Public Service and is in receipt of a pension from the Civil or Public Service or where a Civil/Public Service pension comes into payment during his/her re-employment that pension will be subject to abatement in accordance with Section 52 of the Public Service Pensions (Single Scheme and Other Provisions) Act 2012. Please note: In applying for this position you are acknowledging that you understand that the abatement</p>

	<p>provisions, where relevant, will apply. It is not envisaged that the employing Department/Office will support an application for an abatement waiver in respect of appointments to this position.</p> <p>However, if the appointee was previously employed in the Civil or Public Service and awarded a pension under voluntary early retirement arrangements (other than the Incentivised Scheme of Early Retirement (ISER), the Department of Health Circular 7/2010 VER/VRS or the Department of Environment, Community & Local Government Circular letter LG(P) 06/2013, any of which renders a person ineligible for the competition) the entitlement to that pension will cease with effect from the date of reappointment. Special arrangements may, however, be made for the reckoning of previous service given by the appointee for the purpose of any future superannuation award for which the appointee may be eligible.</p>
<p>Department of Education Early Retirement Scheme for Teachers Circular 102/2007</p>	<p>The Department of Education introduced an Early Retirement Scheme for Teachers. It is a condition of the Early Retirement Scheme that with the exception of the situations set out in paragraphs 10.2 and 10.3 of the relevant circular documentation, and with those exceptions only, if a teacher accepts early retirement under Strands 1, 2 or 3 of this scheme and is subsequently employed in any capacity in any area of the public sector, payment of pension to that person under the scheme will immediately cease. Pension payments will, however, be resumed on the ceasing of such employment or on the person's 60th birthday, whichever is the later, but on resumption, the pension will be based on the person's actual reckonable service as a teacher (i.e. the added years previously granted will not be taken into account in the calculation of the pension payment).</p>
<p>Exclusions</p>	<p>Candidates should note that persons who have taken part in public service early retirement schemes including the following are not eligible to take part in this competition:</p> <p>Incentivised Scheme for Early Retirement (ISER): It is a condition of the Incentivised Scheme for Early Retirement (ISER) as set out in the Department of Finance Circular 12/09 that retirees, under that Scheme, are debarred from applying for another position in the <i>same employment or the same sector</i>. Therefore, such retirees may not apply for this position.</p> <p>Department of Health and Children Circular (7/2010): The Department of Health Circular 7/2010 dated 1 November 2010 introduced a Targeted Voluntary Early Retirement (VER) Scheme and Voluntary Redundancy Schemes (VRS). It is a condition of the VER scheme that persons availing of the scheme will not be eligible for re-employment in the public health sector or in the wider public service or in a body wholly or mainly funded from public funds. The same prohibition on re-employment applies under the VRS, except that the prohibition is a period of 7 years, after which time any re-employment will require the approval of the Minister for Public Expenditure and Reform. Persons who availed of either of these schemes are not eligible to take part in this competition. People who availed of VRS scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility).</p> <p>Department of Environment, Community & Local Government (Circular Letter LG (P) 06/2013: The Department of Environment, Community & Local Government Circular Letter LG (PP) 06/2013 introduced a Voluntary Redundancy Scheme for Local Authorities. In accordance with the terms of the Collective Agreement: Redundancy Payments to Public Servants dated 28 June 2012 as detailed below, it is a specific condition of that VER Scheme that persons will not be eligible for re-employment in any Public Service body (as defined by the Financial Emergency Measures in the Public Interest Acts 2009 - 2011 and the Public Service Pensions (single Scheme and other Provisions) Act 2012) for a period of two years from their date of departure under this Scheme. These conditions also apply in the case of engagement / employment on a contract for service basis (either as a contractor or as an employee of a contractor).</p> <p>Collective Agreement Redundancy Payments to Public Servants: The Department of Public Expenditure and Reform letter dated 28th June 2012 to Personnel officers</p>

	introduced, with effect from 1 st June 2012, a Collective Agreement which had been reached between the Department of Public Expenditure and Reform and the Public Services Committee of the ICTU in relation to ex-gratia Redundancy Payment to Public Servants. It is a condition of the Collective Agreement that persons availing of the agreement will not be eligible for re-employment in the Public Service by any Public Service body (as defined by the Financial Emergency Measures in the Public interests Acts 2009 – 2011) for a period of two years from termination of the employment. People who have availed of this scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility).
Ill Health Retirement	Please note that where an individual has retired from a Civil/Public Service body on the grounds of ill-health his/her pension from that employment may be subject to review in accordance with the rules of ill-health retirement within the pension scheme of that employment.
Pension Accrual	A 40-year limit on total service that can be counted towards pension where a person has been a member of more than one pre-existing public service pension scheme (i.e. non-Single Scheme) as per the 2012 Act shall apply. This 40-year limit is provided for in the Public Service Pensions (Single Scheme and Other Provisions) Act 2012. This may have implications for any appointee who has acquired pension rights in a previous public service employment.
Additional Superannuation Contribution	Please note that an Additional Superannuation Contribution (ASC) in accordance with the Public Service Pay and Pensions Act 2017 is payable for this employment.
Declaration	Applicants will be required to declare whether they have previously availed of a Public Service scheme of incentivised early retirement, including schemes not specifically mentioned above. Applicants will also be required to declare any entitlements to a Public Service pension benefit (in payment or preserved) from any other Public Service employment and/or where they have received a payment-in-lieu in respect of service in any Public Service employment.
Referees	<p>Candidates must supply details of two referees on their application form, please note that these referees should have knowledge of you and your work to whom professional reference can be made. One of which should be your current or most recent employer.</p> <p>Referees may be contacted directly pre or post interview directly by City of Dublin ETB at its convenience and without further notice to candidates.</p>

Notes:

- Please note that it is the responsibility of the applicant to ensure that all applications are received on time. Any technical difficulties encountered by the sender when forwarding 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.
- Your application will be assessed on the information you submit. Please ensure all sections are completed fully and accurately, giving clear evidence of qualifications, skills and experience. Incomplete applications may not be considered.
- All enquiries regarding your application should be made to applications@cdetb.ie. You must use the post reference in the subject line of the email.
- Providing incorrect information or deliberately concealing any relevant facts may result in disqualification from the selection process or, where discovery is made after appointment, in summary dismissal.
- 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.
- 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.

Completed online applications should be submitted no later than:

12 noon on Friday 25th July 2025

Late applications will not be accepted. Shortlisting may take place.

Canvassing will disqualify.

City of Dublin Education and Training Board is an equal opportunities employer.

**Dr. Christy Duffy
Chief Executive.**