Comhairle Chontae Chill Mhantáin

Wicklow County Council

Candidate Information Booklet

(Please read carefully)

IS PROJECT LEADER

Ref: 59/2023

Closing Date: Extended to Thursday 1ˢᵗ February, 2024

at 12 noon

Wicklow County Council

County Wicklow is located in the province of Leinster, and has a population of 155,485, 9.2% growth persons as stated in the preliminary 2022 census figures on the CSO website https://www.cso.ie/en/csolatestnews/presspages/2022/censusofpopulation2022-preliminaryresults/

Wicklow shares its border with four other counties and has a total land area of 2,027 km². The topography of Wicklow is largely mountainous, with the Wicklow Mountains being the largest continuous upland region in Ireland. Wicklow is the 13th largest of the Republic of Ireland's 26 Counties and is the 14th largest Local Authority area in terms of population.

Wicklow County Council is the Local Government Authority for County Wicklow and is responsible for the delivery of the full range of services. Wicklow County Council seeks to enhance the county's attraction as a place in which to invest, work, and live, and takes the lead role in shaping the strategic vision of the county. It provides a diverse, multi-layered and evolving range of services to both citizens and visitors to County Wicklow, which include the provision of housing, planning, development, environmental, roads and traffic, leisure and community services. It also has an enhanced role in leading out economic and community development in the County. The Council works in partnership with other state, public and private bodies in the delivery of critical infrastructure and shared services.

Wicklow County Council has an elected body comprising of 32 elected members and employs a workforce in excess of 800 employees, currently covering 5 Municipal Districts – Bray, Greystones, Wicklow, Arklow and Baltinglass. Our employees work in a dynamic and progressive local authority which promotes training and development of our employees who are our most valuable resource.

The 2024 annual revenue budget for the local authority is approximately €160 million. The Council also continues to invest in the infrastructure of the county and through its Capital Investment Programme.

The day to day running of the Council is the responsibility of the Chief Executive and the Management Team

IS Project Leader
Ref: 59/2023.

The Position

The Council is seeking applications from suitably qualified candidates with relevant experience for the position of IS Project Leader.

It is proposed to form a panel of qualified candidates from which vacancies will be filled during the lifetime of the panel.

Duties

The principal duties and responsibilities may include but are not limited to the following duties:

- Acting as a team leader in a variety of possible roles, including program and project management, service delivery management, business relationship management, procurement management and GIS management.
- Assisting the Head of Information Systems in developing long-term, strategic plans, for the development of ICT capabilities within the Council.
- Development and review of ICT policies.
- Project managing complex multi- disciplinary ICT projects and providing leadership on the delivery of ICT services throughout the Council.
- Driving continuous improvement of the IT function within the Council through the use of Project Management standards.
- Proactively investigating and implementing new technologies that would contribute to the improvement, efficiency and security of existing IT infrastructure and services.
- Procuring ICT hardware, software, licences and services, including contract negotiation and management.
- Advising on the technical specification relating to the development or procurement of information systems or ICT infrastructure, assisting in the developing of business cases if appropriate.
- Proactively developing, supporting and managing the ICT infrastructure environment including networks, servers, desktop/laptop and mobile systems.
- Actively reviewing and improving the ICT security systems, policies and procedures for the organisation.
- Ensuring business continuity and disaster recovery technologies and processes are appropriate to the organisation's needs and risk management policies.

- Managing the Council's network security infrastructure, including maintenance and development of firewalls, antivirus, disaster recovery systems and business continuity.
- Managing the rollout of patching, firmware upgrades and hardening of devices in accordance with relevant security policies.
- Promoting the secure by design ethos in place in the organisation.
- Managing and maintaining the Council's hybrid cloud infrastructure.
- Use business process improvement methodologies to identify process efficiencies and improve service delivery.
- Providing business analysis skills to all areas of the organisation.
- Managing the analysis, specification and deployment of Corporate Applications and upgrades to an agreed methodology to achieve successful outcomes.
- Ensuring changes affecting the ICT infrastructure and applications take place in a controlled and auditable manner.
- Completing Data Protection and security assessments on new IT systems procured within the organisation.
- Ensuring the Council maintains licence compliance and makes most cost-effective use of ICT licences.
- Representing the council on national groups and in joint initiatives with other bodies.
- Representing the IT function on internal council groups and initiatives, and fostering relationships with other council departments.
- Ensuring that there is a customer-centric emphasis on the delivery of IT services, establishing and managing internal service level agreements with council management and business units, and using KPIs to measure and report on service levels.
- Management of service level agreements for contracted services and suppliers.
- Negotiating between the Information Systems function, other directorates, and external suppliers to resolve technical or contentious issues and conflicts to ensure that projects and services are delivered on time and within budget.
- Managing and supervising staff, building an effective team, developing staff in areas of knowledge, motivation, initiative and commitment, and managing performance using the Performance Management Development System (PMDS) process.
- General Office Management ensuring that services are delivered efficiently and in line with Corporate objectives.
- Development and review of data management solutions and application development.
- Development and review of digital resources such as content management systems, electronic document and record management systems.
- Creating, maintaining and developing appropriate records, reports and documentation as required.
- Performing such other duties and responsibilities as may be assigned from time to time.

The duties of the office shall be to give to the local authority under the direction and supervision of its appropriate officer such services of an executive, supervisory and advisory nature as are

required for the exercise and performance of any of its powers and duties and shall include the duty of deputising for other officers of the local authority, when required, and such duties as may be required in relation to the area of any other local authority. Such other duties as may be assigned from time to time.

QUALIFICATIONS

Candidates must have on the latest date for receipt of completed applications

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.

   For the purposes of satisfying the requirement as to health it will be necessary for each successful candidate, before he/she is appointed, to undergo a medical examination by a qualified medical practitioner to be nominated by the local authority.

   If after undergoing the medical you do not take up the post the cost of the medical must be refunded to the Council.

3. **Education, Experience, Requirements etc.:**

(i)   A qualification at Level 8 on the National Framework of Qualifications (NFQ) major award (i.e. honours degree), in a relevant computing discipline **and** at least 4 years directly relevant, recent ICT hands-on experience from your employment to date*

   OR

(ii)   A qualification at Level 8 on the National Framework of Qualifications (NFQ) major award   (i.e. honours degree), or higher, with computing taken in the final year **and** at least 5 years directly relevant, recent ICT hands-on experience from your employment to date*

   OR

(iii)   A qualification at Level 7 on the National Framework of Qualifications (NFQ) major award (i.e. ordinary degree), in a relevant computing discipline **and** at least 5 years directly relevant recent ICT hands-on experience from your employment to date*.

   OR

(iv)   A Level 6 NFQ major award qualification in a relevant computing discipline **and** at least 6 years directly relevant recent ICT hands-on experience from your employment to date.*

<u>AND</u>

(v)   have a satisfactory knowledge of public service organisation or the ability to acquire such knowledge.

*Relevant ICT hands-on experience should include, but is not limited to: areas such as managing delivery of digital solutions, enterprise architecture, software and applications development projects involving a range of technologies and platforms covering web development, data management, database administration, business analysis/discovery, business intelligence and data analytics, DevOps, enterprise architecture, technical infrastructure service design and delivery, server and client operating systems and architecture stacks, telecommunications and networking infrastructure delivery support, technical support, ICT service management, operations and server support, ICT/ cyber security, mobile device management, virtualisation delivery support, database and application support, cloud computing, etc.

DESIREABLE SKILLS & EXPERIENCE:

The IS Project Leader is a permanent supervisory position in the IS Department.

The ideal candidate shall demonstrate:

- Project management experience in managing complex multi-disciplinary ICT projects with a large number of stakeholders and complex interdependencies.
- Experience managing projects using recognised methodologies: development of business cases, creation of cost/benefit analysis, writing of project initiation documents and identifying project risks.
- Have an understanding of the role and duties of line managers and have proven management skills in an ICT environment.
- A proven ability to translate business requirements into technical solutions.
- Knowledge and experience in managing procurement processes, including tendering, evaluation and contract negotiation. Have an understanding of ICT procurement process within the context of public sector regulations.
- Excellent organisational, communication, time management, leadership and motivational skills. Strong capabilities of building organised processes and structured formal documentation.
- A commitment to developing staff through Performance Management, training, and on the job experience.
- Good working Knowledge of Information Governance.
- Knowledge and experience of ICT security and Data Protection.
- A proven track record of initiative, and a proactive approach to the delivery of ICT solutions.
- Practical experience of the management of change, including development of policies, procedures, and work practices, and implementation of same.
- Being a self-starter, capable of continuous self-learning, new thinking, working to very tight deadlines and committed to achieving high quality results. Be enthusiastic about embracing new technologies.

Wicklow Co Council – IS Project Leader Duties:

The principal duties and responsibilities may include but are not limited to the following duties:

- Acting as a team leader in a variety of possible roles, including programme and project management, service delivery management, business relationship management and procurement management.
- Project managing complex multi-disciplinary ICT projects and providing leadership on the delivery of ICT services throughout the Council.
- Assisting the Head of Information Systems in developing long-term, strategic plans, for the development of ICT capabilities within the Council.
- Development and review of ICT policies.
- Managing the implementation of ISO standards for ICT.
- Managing the implementation of the National Cyber Security Baseline Standards.
- Practicing Total Quality Management.

- Proactively investigating and implementing new technologies that would contribute to the improvement, efficiency and security of existing ICT infrastructure and services.
- Management of service level agreements for contracted services and suppliers.
- Procuring and managing ICT hardware, software, licences and services, including contract negotiation and management. Ensuring the Council maintains licence compliance and makes most cost-effective use of ICT licences.
- Managing the delivery of business applications through the implementation of software development lifecycle methodologies.
- Promoting a secure by design ethos.
- Managing business process automation. Use business process improvement methodologies to identify process efficiencies and improve service delivery.
- Provide leadership on the implementation of mobile data capture systems to ensure that data is captured once, and that data validation and data quality are incorporated into the workflow.
- Managing relational databases and the extraction and manipulation of data.
- Managing Cloud platforms - specifically the implementation, configuration and support of Microsoft Azure, O365, Dynamics CRM, Power Automation Platform, Exchange Online, Azure Active Directory, Sharepoint and MS Teams.
- Demonstrate knowledge of the Microsoft Power Platform including the automation of business approval processes.
- Managing the analysis, specification, deployment and support of Corporate Applications to an agreed methodology to achieve successful outcomes.
- Completing Data Protection and security assessments on new ICT systems procured.
- Ensuring that there is a customer-centric emphasis on the delivery of ICT services, establishing and managing internal service level agreements with council management and business units, and using KPIs to measure and report on service levels.
- Managing and supervising staff, building an effective team, developing staff in areas of knowledge, motivation, initiative and commitment, and managing performance using the Performance Management Development System (PMDS) process.
- Coordination, testing and validation of Business Continuity and Disaster Recovery plans. Ensuring business continuity and disaster recovery technologies and processes are appropriate to the organisation's needs and risk management policies.
- Managing and coordinating the response to information security incidents.
- Ensuring changes affecting the ICT infrastructure and applications take place in a controlled and auditable manner.
- Provide leadership on the implementation and development of Geographical information systems and the management of spatial data to support the decision-making process and to provide quality information to staff and the public.
- Managing the ICT environment, including management of hybrid cloud infrastructure, virtual infrastructure, firewalls, SQL databases, encryption technologies, system monitoring and management, patch management, mobile device management.
- Representing the council on national groups and in joint initiatives with other bodies.

- Representing the ICT function on internal council groups and initiatives, and fostering relationships with other council departments.
- Provide leadership on emerging technologies and best practice.
- Negotiating between the Information Systems function, other directorates, and external suppliers to resolve technical or contentious issues and conflicts to ensure that projects and services are delivered on time and within budget.
- General Office Management ensuring that services are delivered efficiently and in line with Corporate objectives.
- Creating, maintaining and developing appropriate records, reports and documentation as required.
- Performing such other duties and responsibilities as may be assigned from time to time.

The duties of the office shall be to give to the local authority under the direction and supervision of its appropriate officer such services of an executive, supervisory and advisory nature as are required for the exercise and performance of any of its powers and duties and shall include the duty of deputising for other officers of the local authority, when required, and such duties as may be required in relation to the area of any other local authority.

COMPLETING A COMPETENCY BASED APPLICATION FORM

Key Competencies for the post include the following and candidates will be expected to **demonstrate sufficient evidence within their application form** of competence under each of these. Please take particular note of these when completing the application form as any short-listing or interview processes will be based on the information provided by the candidates.

Key Competencies for the post are set out as follows: **Management & Change, Delivering Results, Performance through people and Personal Effectiveness.**

COMPETENCY	BEHAVIOURS
Management & Change	• Develop and maintain beneficial and positive relationships with relevant interests and stakeholders. • Ability to enforce good ICT governance practices into day to day activities, processes and practices. • Ability to sustain a positive profile and image of the local authority.
Delivering Results	• Ability to make timely, informed and effective decisions. • Ability to encourage and promote the reduction in costs and minimising waste. • Establishing high quality service and customer care standards within the ICT environment. • Ensuring resources are used effectively to deliver on operational plans by managing the allocation, use and evaluation.
Performance through People	• Demonstrates good interpersonal skills. • Demonstrates effective written and verbal communication skills. • Demonstrate good ICT Team skills. • Ability to participate in a productive, positive and diverse section or team effectively.
Personal Effectiveness:	• Demonstrates the ability to manage workload and time effectively. • Demonstrates creativity and initiative with the implementation of ICT. • Demonstrates personal well-being, motivation and resilience. • Demonstration of good public service values and commitment to integrity. • Demonstration of positivity and enthusiasm about the role within the ICT environment. • Understanding the environment and structures within the local authority sector operates and the role of an Information Systems Technical Support Officer. • Knowledge of current Local Government issues and the strategic direction of local government.

PRINCIPAL CONDITIONS OF EMPLOYMENT

A panel may be formed from which future IS Project Leader positions may be filled. The position will be full time, permanent and pensionable.

Probation:

Where persons who are not already permanent officers of a Local Authority are appointed, the following provisions shall apply;

    (a)   there shall be a period after such appointments take effect, during which such persons shall hold office on probation;

    (b)   such period shall be six months but the Chief Executive may, at his discretion, extend such period;

    (c)   such persons shall cease to hold such office at the end of the period of probation, unless during such period, the Chief Executive has certified that the service of such persons in satisfactory.

Salary: €55,847.00 – 72,602.00 per annum (Includes 2nd LSI EL 02/2023)

The salary shall be fully inclusive and shall be as determined from time to time in line with national policy. The holder of the office shall pay to the local authority any fees or other monies (other than his/her inclusive salary) payable to and 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. Starting pay shall be determined in accordance with appropriate Departmental Circular letters. New Entrants will be placed on the minimum of salary scale.

Hours of Work:

The person appointed will be required to work a 35 hour per week Monday to Friday which equates to a 7 hour to be accounted for with attendance hours of 9.00 a.m. to 5.00p.m. with one hour lunch between 1.00p.m. and 2.00p.m.   Flexi time applies to this post.

Travel:

The holder of the office will be required to hold a valid Irish/EU full driving licence for class B vehicles or a licence acceptable to NDLS for exchange, free from endorsement and disqualification. They must be a competent driver and shall drive a motor car in the course of his/her duties and for this purpose, provide and maintain a car to the satisfaction of the Local Authority. The Local Authority must be indemnified on their insurance.

Garda Vetting:

Candidates may be subject to Garda Vetting. Appointment(s) will be considered having regard to receipt of satisfactory Garda Vetting, particularly to determine suitability to work with children/vulnerable adults.

Health:

For the purposes of satisfying the requirements as to health it will be necessary for successful candidates, before they are appointed, to undergo at their expense a medical examination by a qualified medical practitioner to be nominated by the local authority. On taking up appointment the expense of the medical examination will be refunded to candidates.

Residence:

Holders of the office shall reside in the district in which their duties are to be performed or within a reasonable distance thereof.

Annual Leave:

Annual leave entitlement will be 30 days per annum exclusive of public holidays and Good Friday.

Retirement Age:

There is no mandatory retirement age for new entrants to the Public Service as defined in the Public Services Superannuation (Miscellaneous Provisions) Act 2004.

Persons who are NOT new entrants to the Public Service as defined in the Public Services Superannuation (Miscellaneous Provisions) Act, 2004 and the Public Service Superannuation (Age of Retirement) Act 2018, are subject to a compulsory retirement age of 70 years.

With effect from 1st January 2013, persons who are pensionable under the terms of the Single Public Service Pension Scheme will have a minimum retirement age of 66 years initially rising in line with the State Pension age changes. Members of the Single Public Service Pension Scheme have a compulsory retirement age of 70 years.

Superannuation:

Persons who become pensionable public servants on or after 1st January 2013 will become members of the Single Public Service Pension Scheme and, as such, will be required to pay contributions of 3% of pensionable remuneration and 3.5% of net pensionable remuneration (i.e. pensionable remuneration less twice the annual rate of social insurance old age contributory pension payable at the maximum rate to a person with no adult dependant or qualified children).

Persons who become pensionable officers of a local authority who are liable to pay the Class A rate of PRSI contribution will be required in respect of their superannuation to contribute to the local authority at the rate of 1.5% of their pensionable remuneration plus 3.5% of the net pensionable remuneration (i.e. pensionable remuneration less twice the annual rate of social insurance old age contributory pension payable at the maximum rate to a person with no adult dependant or qualified children).

Persons who become pensionable officers of a local authority who are liable to pay the Class D rate of PRSI contribution will be required in respect of their superannuation to contribute to the local authority at the rate of 5% of their pensionable remuneration.

All persons who become pensionable officers of a local authority will be required in respect of the Local Government (Spouses and Children's Contributory Pension) Scheme, to contribute to the local authority at the rate of 1.5% of their pensionable remuneration in accordance with the terms of the scheme.

RECRUITMENT

Selection shall be by means of a competition based on an interview conducted by or on behalf of the local authority. Panels may be formed on the basis of such interviews.

Wicklow County Council reserves the right to shortlist candidates in the manner it deems most appropriate. **Shortlisting may be on the basis of information supplied on the application form and the likely number of vacancies to be filled. It is therefore in your own interest to provide a detailed and accurate account of your qualifications/experience on the application form**. The candidates shortlisted will be invited to attend for interview.
Interviews may be held in person or by online process through Microsoft Teams. The Council will not be responsible for any expenses incurred by candidates in attending for interview.

Candidates whose names are on a Panel and who satisfy the local authority that they possess the qualifications declared for the office and that they are otherwise suitable for appointment may, within the life of the Panel, be appointed as appropriate vacancies arise.

The life of the Panel will be for one year from the date it is formed, it may be extended at the discretion of the Chief Executive.

Wicklow County Council will require the person to whom appointment is offered to take up the appointment within a period of not more than one month and if the person fails to take up the appointment within such period or such longer period as Wicklow County Council in its absolute discretion may determine, Wicklow County Council will not appoint him/her.

Employment may be terminated by either side by giving at least one calendar months' notice. In the event that employment is terminated prior to the completion of any particular contract, the appointee shall co-operate with the Council in ensuring that all files/records are up-to-date and present in an acceptable manner.

It should be noted that the terms of Paragraph 13 of Circular Letter EL 02/09 - Incentivised Scheme of Early Retirement may need to be considered in some instances. It is a condition of this scheme as set out in the Department of Finance Circular 12/2009 that retirees, under that Scheme, are debarred from applying for another position in the same employment or the same sector.

Furthermore, persons who have availed of a Redundancy Payment Scheme should not that 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 Interest Acts 2009 – 2011) for a period of 2 years from termination of the employment. Thereafter the consent of the Minister for Public Expenditure and Reform will be required prior to re-employment.

Applicants will be required to declare whether they have previously availed of either of the above schemes.

WICKLOW COUNTY COUNCIL RESERVES THE RIGHT TO SHORTLIST CANDIDATES IN THE MANNER IT DEEMS MOST APPROPRIATE

WICKLOW COUNTY COUNCIL IS AN EQUAL OPPORTUNTIES EMPLOYER