

Position	ICT Officer (HEO)
Contract	Full-time; Specified Purpose Contract (Career Break Cover)
Service Group	Corporate Services
Location	BIM Head Office, Crofton Road, Dun Laoghaire, Co. Dublin.

Description of appropriate Service Group:

Corporate Services

Corporate Services provides support, planning and administration associated with Finance, ICT, Procurement, Fleet Services, Investment Services and Ice Plant network within BIM.

Summary of the Role:

The ICT Officer will work with the Managed Services Team within ICT and Corporate Services. It is the role and responsibility of the successful candidate to ensure that the support services are delivered in a professional manner. That communication with and advice given to our stakeholders is maintained and developed. That the service provided by the ICT Department is considered high quality. That all projects/tasks meet their deadlines and are delivered to the correct standard and quality.

Background to Requirement:

BIM is the Irish State agency responsible for developing the Irish seafood industry. It supports the Irish seafood industry and communities in ensuring that aquatic and maritime resources are used sustainably.

The ICT Section plays an important role in BIM by providing ICT services and consultancy to the BIM organisation. The section consists of a dynamic multidisciplinary ICT team who support the current systems while developing and implementing new systems which ensure that it achieves its strategic goal of providing an ICT service which is on a par with the best in the Irish Public Service. BIM relies on its ICT section to achieve its strategic goal of providing the best possible service to the Irish Seafood Industry by providing innovative service delivery solutions and leading edge ICT systems.

Principal Tasks:

Service Management

- Provide support and compliance for the ICT environment.

- Structured analysis and a creative approach to problem solving and resolution.

Change Management

- Prepare and enact implementation plans for changes within the technical environment e.g. RFC's, Tasks etc.
- Identify appropriate technical solutions to business problems.
- Work with existing supplier contracts to establish latest software release in line with the release management process.
- the candidate will be expected to provide training, support, and business development on the ICT tools.

Customer Services

- Establish and portray a professional image of the department at all times with a customer focused 'can do' attitude, setting expectations as appropriate for the resolution of issues whilst demonstrating the willingness to go the 'extra mile'.
- Proactively communicate with users to set expectations and enable the most efficient service delivery.
- Maintain effective communication with other technical staff, operations staff, and third-party support staff.
- Coordinating projects organisational wide, the candidate will be expected to provide training, support and business development on the tools.

Technical Projects

- Manage and assist in the implementation of new infrastructure, technology acquisitions, software solutions and upgrades.
- Responsibility for completion of work schedules with the project organiser as directed by the ICT Manager.
- To own and be responsible for completion of tasks to established standards and quality expectations.
- Contribute to the technical work of the IT section and a flexible approach to the tools they are working with, so the IT section is always improving or developing its service
- Assist in the training and implementation of the organisations Dynamics 365 CRM system

Administration

- To assist the ICT Manager with procurement requirements of the ICT section including RFT, Business Cases, interaction with OGP and its frameworks. This includes the creation, publishing, assessment and awarding of ICT RFT's both within the section and across the organization. Ensuring that all procurement adhere to Bord Iascaigh Mhara and public sector guidelines and policies.
- To assist in the creation and the monitoring of the ICT Budgets.
- To assist in the creation of the governance reporting including the SOY\EOY reporting of circ 02 of 2016.
- Maintenance of ICT inventories including Media Library, Software Assets, Hardware Assets, Communications Lines etc.
- To provide effective supplier management including in monitoring deliverables value for money, compliance with SLA's, resolving issues and ensuring effective specification of projects and statements of work.
- Policies that the ICT Section have a set of policies that are fit for purpose.

ICT Project Management

- Creating Business Cases for ICT Project and getting approval for these from senior management.
- Specifying and documenting ICT projects
- provide training as required to ensure a project's success
- Managing suppliers as they implement projects and monitoring deliverables against the specification
- Work with suppliers when the deliverables do not match specification to bring the deliverables back in line with specification
- Ensure that the payments reflect our contractual agreements
- Assist in providing training on projects to ensure success
- The successful candidate(s) will be expected to contribute to the ICT strategy/vision to support the overall vision of the organisation and ensure best practice standards and codes of practice, and will have an important role in the management of staff within the department

Other Duties

- Carry out any other duties that are within the scope and grading of the post which could also be requested by the ICT manager or Director of Corporate Services.
- To perform any other related duties as might reasonably be required and which may be assigned from time to time.

Reporting Structure:

Section Manager/ ICT Manager with report to the Head of Corporate Services.

Contacts:

Within BIM

All BIM Staff members, ICT Manager, Managed Services Team and Corporate Services.

Outside BIM

DAFM, suppliers, project partners , SFPA, catching sector

Training

There are no mandatory training requirements for this role.

Training needs will be identified through our Performance Management System.

Education, Professional or Technical Qualifications, Knowledge, Skills, Aptitudes, Experience and Training

Essential:

- Third level qualification in IT or Business
- A minimum of four years' relevant work experience
- Knowledge and experience of procurement in the public sector
- Experience of budgeting in the Public Sector
- Experience of supplier management
- Experience in working in a fast pace technical environment
- Experience of working with Microsoft products
- An aptitude for precision, attention to detail and commitment to quality results
- Excellent interpersonal skills including experience of interacting effectively with a range of statutory and non-statutory agencies
- Drive, initiative, and flexibility
- Good judgement, decision-making, analysis, and problem-solving skills
- Excellent written and oral communication skills
- Can demonstrate effective project management and ability to work on multiple projects at the same time and to adapt to changing priorities and adaptable to change
- Evidence of an ability to work on own initiative complemented by a capacity to work well in teams
- Exceptional planning and organisational skills with ability to work to tight deadlines and prioritise tasks effectively
- A high degree of computer literacy, including knowledge and experience in the use of applications such as Flexi-grant, MS O365 suite, Excel, NAV, Teams, Sharepoint, Dynamics 365 CRM.

Desirable:

- Knowledge and understanding of public sector governance requirements
- Experience in working with Dynamics 365 CRM
- Experience in managing ICT projects
- A knowledge of Microsoft Form and Microsoft Customer Voice

Special personal attributes required for the position:

- Dynamic and reliable.
- Good personal organizational and priority-setting skills, with the ability to manage multiple priorities.
- Proven track record of working with diverse partners and stakeholders to solve problems and achieve shared goals
- Capable of working independently as well as being an effective team player, with initiative and creativity.
- Good interpersonal and communication skills, with the ability to work diplomatically in resolving issues with stakeholders.

Salary:

Remuneration is in accordance with the Public Sector, Department of Finance approved Salary Scale for HEO, with a salary range of €50,848 - €64,038 p.a. (as at 1st February 2022) per annum pro-rated with time worked. You will become a member of the Single Public Service Pension Scheme if you are not currently a member of a public sector pension scheme (or have not been a member in the past six months). Salary and Pension Scheme are subject to public sector approved norms and take account of recent service in the public sector in line with relevant circulars and rules.

Annual Leave:

Annual leave entitlement for this role is 29 working days per annum pro-rated to reflect time worked. Annual leave entitlements are exclusive of Public Holidays. All leave must be approved in advance in line with BIM leave policies, by your manager or their authorised representative.

Duration of Contract:

This specified purpose contract of employment is to cover a career break absence, initially to December 2023. The successful candidate will be on probation for the first six months of this contract.

How to Apply:

A full C.V. together with a letter of application and [BIM Vacancy Application Form](#) , summarising experience and skill sets applicable to the position should be emailed to jobs@bim.ie or posted to Human Resources of BIM, 12 Crofton Road, Dun Laoghaire, Co. Dublin.

The closing date for Applications is 5 p.m. 4th July 2022.

Please note that there may be more than one interview stage in the recruitment process for this role and that BIM may request the selected candidates to present a short presentation on a pre-selected topic at the final interview stage. Please note that late applications will not be accepted.

Any queries in relation to this role should be emailed to jobs@bim.ie.

Use of Data - all personal data and the information submitted for this application will be used solely for the purpose of this campaign, after which it will be deleted in line with our General Data Protection Regulation Policy and data retention schedule.

All information will be treated with the strictest confidence and accessed only by those involved directly in the campaign.

BIM is an equal opportunities employer