

Candidate Briefing Pack

ICT Officer (HEO)

Closing date for applications:
22nd April 2024



BIM is a non-commercial semi-state body, which was formally established by statute (Irish Sea Fisheries Act 1952). It is the Irish state agency responsible for developing the Irish seafood industry. It is an agency of the Department of Agriculture, Food and the Marine (DAFM) and a network of other Government Departments, semi-state agencies, national and international marine partners.

The organisation has five business units: **Corporate Services, Development and Innovation Services, Economic and Strategic Services, Seafood Technical Services, Skills Development Services**, and these are supported by a Corporate Communications Team. BIM's Head Office is in Dún Laoghaire, Co. Dublin. In supporting the seafood sector, BIM's staff are also strategically located in the coastal communities which they serve, including offices in Clonakilty, Galway and Killybegs. In addition, BIM's two training colleges are located in Greencastle, Co. Donegal and Castletownbere, Co. Cork.

BIM's strategy aims to enhance the competitiveness of the Irish seafood sector focusing on the following key strategic priorities:

- Lead and nurture leadership.
- Deliver results with solutions that effect change.
- Invest for long-term growth.
- Protect our environment and our sector.

Our Mission

To support and enable an increase in value creation of an Irish sustainable seafood sector, across the supply chain, from catch to consumer.

Our Vision

We will partner with the Irish seafood sector in every possible way, with intent and urgency, to identify and drive the changes needed to ensure its sustainable future.

Our Values

Trust
Partnership
Teamwork
Inclusion
Integrity



Role Profile	
Job Title:	ICT Officer (HEO)
Contract:	Contract of Indefinite Duration
Location:	BIM Head Office, Dún Laoghaire, Co. Dublin, (Hybrid may also be applied for)
Reporting to:	Head of ICT
Business Unit:	Corporate Services
Overview of Business Unit:	Corporate Services provides support, planning and administration associated with Finance, ICT, Procurement, Fleet Services, Investment Services and Ice Plant network within BIM.

Overview of Role

The ICT Officer will work within BIM ICT team in the BIM Corporate Services division. The successful candidate works to ensure that the ICT support services are delivered in a professional manner, that communication with and advice given to our stakeholders is maintained and developed and that the service provided by the ICT Department is considered high quality. The role also requires that all projects/tasks are met within their deadlines and are delivered to the correct standard and quality. The role manages the ICT Administrator EO.

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 smooth functioning of current systems, ensure excellence in ICT security and governance and develop and implement new systems through innovative solutions, to achieve its strategic goal of providing an ICT service which is on a par with the best in the Irish Public Service and enable BIM to achieve its strategic goal of providing the best possible service to the Irish Seafood Industry.



Accountabilities

Service Management

- Work closely with IT managed service provider staff, fostering a collaborative work environment, to ensure smooth operation of BIM ICT systems.
- Proactively communicate with users to set expectations and enable the most efficient service delivery.
- Promote structured analysis and a creative approach to problem solving and resolution.
- Foster a culture of accountability and transparency in IT operations.

Governance and Security

- Work closely with the ICT manager to develop and implement IT governance frameworks, policies and procedures.
- Lead IT audit processes to assess the effectiveness of IT controls and processes, include tracking and reporting on the resolution of identified ICT audit issues.
- Monitor compliance with relevant regulations such as GDPR and regulatory standards.
- Co-ordinate IT risk assessments and assist in the development of risk management strategies.
- Track and report on key IT performance indicators and metrics to management.
- Provide training to IT and BIM staff on IT governance best practices and policies.
- Assist in the creation of governance reporting including the SOY\EOY reporting of Circular 02 of 2016.
- Ensure the ICT asset app is a complete and accurate record of BIM hardware assets.

Procurement and Budget Management

- Lead on the completion of ICT procurement including RFTs, Business Cases, interaction with OGP and its frameworks. Ensure that all procurement adheres to BIM and public sector guidelines and policies.
- Manage Enterprise Software licenses and software maintenance renewals.
- Establish and maintain positive business relationships with ICT 3rd party vendors, including ensuring compliance with terms of performance to contracted services/products, addressing any non-performance or non-compliance, as outlined in their contract, SLAs and/or performance metrics.
- Provide effective supplier management including monitoring deliverables value for money, compliance with SLAs, resolving issues and ensuring effective specification of projects and statements of work.
- Work closely with the Head of ICT to develop annual and project ICT budgets.
- Regular monitoring of the ICT budget, highlight any issues to management, and coordinate implementation of actions where required.



Accountabilities

ICT Strategy and Project Management

- Contribute to the development and implementation of the BIM ICT strategy/vision to support the overall vision of the organisation.
- Provide business analyst support for identified ICT projects including development of IT project briefs for senior management approval, Requirements gathering from stakeholders, PMO project plan development, other documentation including process flow maps, data privacy impact assessments and pilot & system release reports.
- Liaise closely with ICT project participants to ensure accuracy and completion of work programme trackers, and review status, progress and any issues or challenges regularly with the Head of ICT.

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.



Essential Experience and Qualifications

- Third level qualification in IT or Business discipline.
- A minimum of five years' relevant work experience.
- A high degree of computer literacy, including knowledge and experience in the use of applications such as MS O365 suite, NAV, Dynamics 365 CRM.
- Demonstrate experience of managing IT procurement through the procurement lifecycle stages, in the public sector or equivalent, ensuring compliance with public sector or equivalent protocols and standard.
- Strong knowledge of IT governance frameworks and industry standards, and management of IT audit processes and issue resolution.
- Proven IT project management skills and ability to work on multiple projects simultaneously and to adapt to changing priorities.
- Exceptional planning and organisational skills with ability to work to tight deadlines and prioritise tasks effectively.
- Experience of effective interaction with a range of statutory and non-statutory agencies and suppliers.
- Excellent written and oral communication skills (English).
- Proven track record of working with diverse partners and stakeholders to solve problems and achieve shared goals.

Desirable Experience and Qualifications

- Experience of Public Sector and Public Sector Procurement



Personal Attributes Required for the Position

- Dynamic and reliable.
- Ability to work on own initiative complemented by a capacity to work well in teams.
- An aptitude for precision, attention to detail and commitment to quality results.
- Good judgement, decision-making, analysis, and problem-solving skills.
- Effective communication skills, with the ability to work diplomatically in resolving issues with stakeholders.

Contacts

Within BIM	<ul style="list-style-type: none"> • All BIM staff members. • Head of ICT. • Managed Services Team and Corporate Services.
Outside BIM	<ul style="list-style-type: none"> • DAFM. • Suppliers. • Project Partners. • SFPA.
Training	<ul style="list-style-type: none"> • Training needs will be identified through our Performance Management System.



Terms and Benefits
Salary
Remuneration is in accordance with the Public Sector, Department of Finance approved Salary Scale for Higher Executive Officer with a salary range €54,764 to €68,970 (as of 1 st October 2023) per annum pro-rated with time worked. Appointment will be at the first point of the pay scale unless the candidate is currently employed within the public services. 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 30 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.

Employee Assistance Programme (EAP)

BIM provides an independent, confidential EAP service, delivered through an external expert provider, offering professional and impartial advice, information and counselling on a range of issues including legal, financial, and health matters. This service is free to employees and is also available to immediate family members.

Occupational Health Service

BIM works with an independent occupational health service provider, who provides support and advice for employees who have an illness or a medical condition affecting their ability to work.

Visual Display Unit

Employees can avail of up to €117 back on an eye test.

Travel and Subsistence

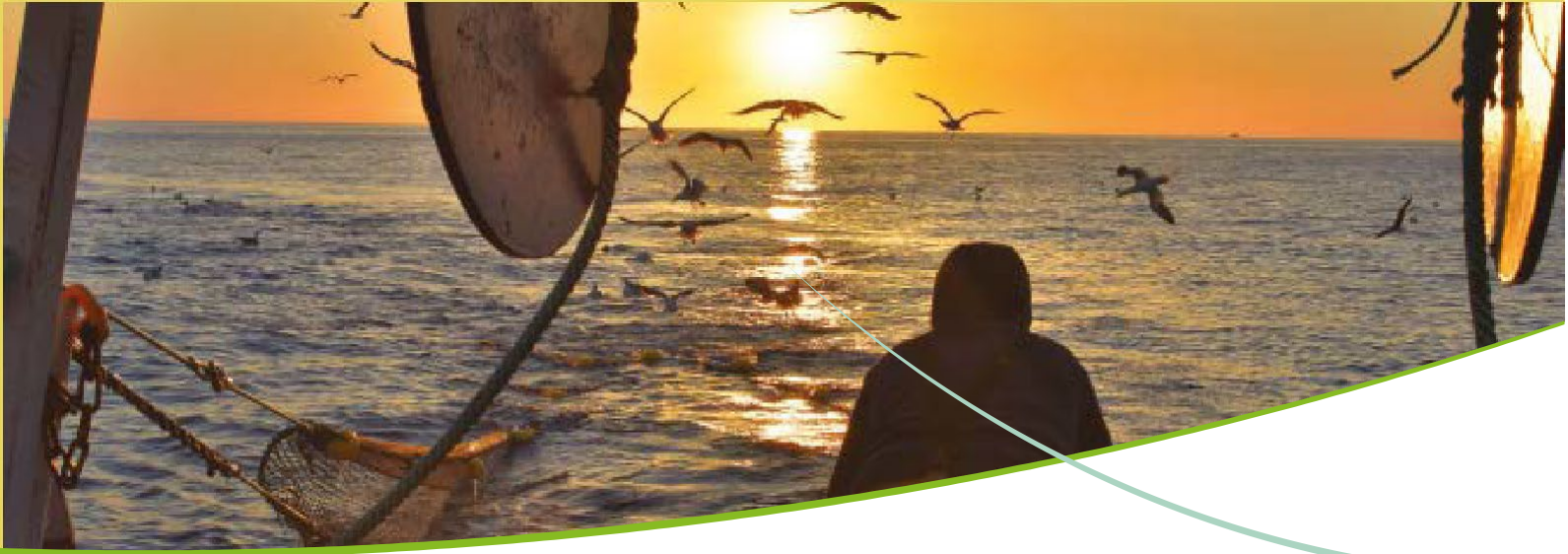
Travel and subsistence expenses for work are paid to employees required to travel for work, in accordance with approved rates.

Taxsaver Commuter Scheme

Employees who travel to work using public transport can avail of an annual Taxsaver ticket which provides significant savings on travel costs.

Cycle to Work Scheme

Employees who cycle to work or use a bicycle on part of their journey can avail of the Cycle to Work Scheme.



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

The closing date for applications:

22nd April 2024

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.

This is an High Executive Officer Grade and BIM is aligned with the Public Appointment Service Competency Model [PAS Competencies](#).

Use of Data

All personal data and information submitted for this application will be solely for the purpose of this campaign, after which it will be deleted in line with BIM's General Data Protection Regulation Policy and Data Retention Schedule.

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

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

BIM is an equal opportunities employer.



Investors in
Diversity

SILVER