An tÚdarás Pinsean
The Pensions Authority

CANDIDATE INFORMATION BOOKLET
PLEASE READ CAREFULLY

The Pensions Authority is an equal opportunities employer

IT Infrastructure Manager – Assistant Principal Officer
The Pensions Authority

Title: IT Infrastructure Manager

Employer: The Pensions Authority

Salary: €66,495

Level: Assistant Principal Officer (Standard Scale)

Posts: One full-time post

                          The Authority may choose to establish a panel as part of this
                          recruitment process from which any future permanent or
                          temporary IT Infrastructure Manager posts at Assistant
                          Principal level may be filled.

Tenure: Permanent (subject to satisfactory completion of probation)

Email: careers@pensionsauthority.ie

Closing date: 12 noon on Monday, 12 August 2019

Introduction

The Pensions Authority (the Authority) is a statutory body established under the Pensions Act 1990. The Authority regulates occupational pension schemes; trust RACs and Personal Retirement Savings Accounts (PRSAs). Additionally, the Authority is responsible for advising the Minister for Social Protection on pension matters generally.

The Regulatory Intelligence Unit (RIU)

The RIU is responsible for all Information Technology (IT), data integrity and data management matters within the Authority. This includes the day-to-day maintenance of all IT systems, ongoing systems development, data validation and analysis, and longer term IT and data strategy.

The RIU also deals with all external queries relating to the Pensions Data Register (PDR) system. PDR is the data register system that the Authority uses for recording and managing all pension scheme data.

Infrastructure, systems and external support

The Authority's IT infrastructure consists of:
- Multiple clustered Hyper-V hosts
- Domain controllers
- File and print server, remote desktop server
- Firewall, email and web-filtering servers
- SANs, switches and routers
- Physical backup server with attached NAS
- Desktop PCs, mobile phones, tablets, laptops

The Authority's software environment, including both internal and public-facing systems, is largely based on Microsoft technologies. Below is a list of the most significant software systems and applications currently in use:
- Microsoft Windows and Microsoft Windows Server, Microsoft Hyper-V, Linux
- Microsoft Exchange 2010
- Microsoft SQL Server
- Microsoft Dynamics CRM and Power BI
- Microsoft Clusters
- Veeam
- Microsoft Dynamics Great Plains

The Authority has contracts in place with external IT service providers for a variety of specialised support services.

Role of IT Infrastructure Manager – Assistant Principal Officer (AP) within the RIU

Main duties and responsibilities

The IT Infrastructure Manager (AP) reports to the Head of Regulatory Intelligence.

The main duties and responsibilities of this role include:
- Managing the Authority's IT environment, including the network, infrastructure, applications, security, and technical support for users.

- Leading, managing and motivating a small team carrying out a mixture of routine work and IT projects.
- Ensuring that the Authority's IT systems are secure and stable.
- Ensuring that all routine monitoring, upgrades, maintenance, updating, and testing required to keep the systems secure and stable is carried out.
- Ensuring that all IT systems are documented appropriately and are fully licenced and covered by warranty.
- Ensuring that support is provided for all of the Authority's devices including desktop computers, servers, tablets, laptops, mobile phones etc.
- Managing the IT Helpdesk. Level 1 support is provided by internal staff, and more complex issues are escalated to a third party for resolution.
- Ensuring that regular security audits of the Authority's systems are carried out and that any issues identified are addressed appropriately.
- Ensuring that an IT disaster recovery system and plan is in place to ensure minimal data loss and limit the time for which our IT systems will be unavailable in the event of a disaster.
- Working with colleagues in the RIU to ensure that there is sufficient capacity on the IT infrastructure for any new software or data systems being planned. Specifying future infrastructure requirements to allow for expected growth over time.
- Providing input into any procurement processes relevant to the Authority's IT infrastructure.
- Maintaining and developing IT policies, procedures and guidelines.
- Ensuring that work is automated where appropriate.
- Prioritising and organising the team to deliver on the RIU's goals and objectives.
- Developing and maintaining collaborative relationships both internally and externally.
- Making recommendations to senior management, as required.
- Carrying out any other duties that may be assigned from time to time.

Essential Requirements

Candidates for this role should possess the following:
- Significant experience of managing IT infrastructure, IT procurement, and software licensing in a professional environment.
- A proven track record of managing staff and projects effectively.
- Strong analytical skills, sound judgement, and proven ability to deliver results.
- Relevant qualifications or certifications.
- Excellent communications skills.
- Excellent problem-solving skills.

Desirable
- A qualification in project management e.g. PRINCE2 or PMP.
- A relevant third level degree at NFQ Level 8 or higher.
- Relevant industry certification qualifications e.g. ITIL.

- Scripting or other programming skills or experience.

Application process

Interested candidates must complete and submit the application form provided, demonstrating how they meet the requirements of this position, to careers@pensionsauthority.ie. **Email applications must be marked in the subject heading with your name and the position you are applying for – "IT Infrastructure Manager AP - your name". Failure to do so may result in your application being deemed ineligible.**

Applicants must demonstrate in their application, by reference to specific achievements in their career to date that they possess the qualities, skills and knowledge required for the role of IT Infrastructure Manager. For information, the Pensions Authority's competency framework for Assistant Principal Officers is set out in Appendix 1.

It is strongly recommended that you do not change your email address or mobile phone number in the course of this recruitment competition, as any correspondence will be through the email address/mobile phone number originally supplied by you.

Closing date
The closing date and time for receipt of applications is **12 noon, Monday, 12 August 2019**.

If you do not receive an acknowledgment of receipt of your application within 3 working days of the closing date please contact careers@pensionsauthority.ie Please note the requirement above relating to the email subject heading.

It is the Authority's policy that applications will strictly not be accepted after the closing time.

Selection process
Normally the number of applications received for a position exceeds that required to fill the vacancy. While candidates may meet the eligibility criteria of the competition, if the numbers applying for the post are such that it would not be practical to progress all candidates to the next stage of the selection process, the Authority may decide that a certain number only will be progressed to the next stage. Candidates will be progressed through the various stages of the selection process based on their order of merit at each stage.

The selection process may include:
- Short-listing of candidates on the basis of the information provided in the application to reduce the list of candidates for interview. It is therefore in your own

interest to provide a detailed and accurate account of how your skills, personal qualities, qualifications and experience meet the requirements of the post

- The selection process may also include:
    - a competitive initial / preliminary interview; and / or
    - a competitive final interview(s); and / or
    - one or more exercises, tasks or presentations by the candidate
- Notification to attend interview will issue at least one week in advance. Candidates will be required to attend interviews at their own expense. **It is not possible to alter the allocated interview date or time.** Candidates who do not attend for interview when and where required, or confirm their acceptance of attendance at interview if requested, will have no claim for further consideration and their candidature will be deemed to be withdrawn.
- Candidates must produce satisfactory documentary evidence of all qualifications claimed by them, on request. Failure to produce such documentary evidence when requested may lead to disqualification from the competition and/or termination of contract. Therefore, it is advised that you have this documentation available to you when making your application.
- Any candidate who supplies false or misleading information in their application may be disqualified.
- The Authority will endeavour to keep candidates informed of the progress of their application at the earliest possible date.

Candidates should note that canvassing will disqualify and will result in their exclusion from the process.

Appointment from panel
Through this competition, the Authority may establish a panel of the successful candidates in order of merit. The panel will expire after a set period from its establishment (usually nine months), or when it has been exhausted, whichever is sooner. Qualification and placement on a panel is **not** a guarantee of appointment to a position. Candidates not placed at the expiry of the panel will have no claim to a position thereafter because of having been on the panel. More detailed information will be provided to successful candidates.

General conditions of employment

Pay

Entry will be at the minimum of the Assistant Principal Officer Standard Salary Scale. The salary scale for the position is as follows (as per Circular 16/2018):

Personal Pension Contribution Pay Scale (for those appointed on or after 6 April 1995):
€66,495 €68,898 €71,289 €73,687 €76,080 €77,460 €79,876[1] €82,300[2]
This rate will apply where the appointee is an existing civil or public servant appointed on or after 6th April 1995 or is newly recruited to the Civil or Public Service and is required to make a personal pension contribution.

Non-Personal Pension Contribution Pay Scale (for those appointed before 6 April 1995):
€64,232 €66,569 €67,856 €70,129 €72,405 €73,721 €76,012[1] €78,311[2]
This rate will only apply where the appointee is a civil or public servant recruited before 6th April 1995 and who is not required to make a personal pension contribution.

Long service increments may be payable after 3 (LSI-1) and 6 (LSI-2) years satisfactory service at the maximum of the scale.

Increments are normally awarded annually subject to satisfactory performance; however, payment of increments and or the rate of remuneration may be adjusted from time to time in line with Government pay policy.

Tenure

In the event of appointment to a position with the Authority the appointee must serve a probationary period, which normally will last for nine months. If at any time during this period it appears that the appointee would not be suitable for final appointment the probation will be terminated.

Hours of attendance

Hours of attendance will be fixed from time to time but will amount to not less than 43 hours and 15 minutes gross or 37 hours net of lunch breaks per week. The successful candidate will be required to work such additional hours from time to time as may be reasonable and necessary for the proper performance of his/her duties subject to the limits set down in the working time regulations. The rate of remuneration payable covers any extra attendance liability that may arise from time to time. Please note that hours of attendance may be subject to change from time to time in line with Government/local policy and practices.

Annual Leave

The annual leave allowance for the position of Assistant Principal Officer is 30 days per year. This allowance is subject to the usual conditions regarding the granting of annual

leave in the Civil Service, is based on a five day week and is exclusive of the usual public holidays.

Business Travel
When absent from home and headquarters on duty appropriate travelling expenses and subsistence allowances will be paid subject to the normal Civil Service regulations.

Pension Entitlements
The successful candidate will be offered the appropriate pension terms and conditions as prevailing in the Authority at the time of being offered an appointment. In general, and except for candidates who have worked in a pensionable (non-single scheme terms) public service job in the 26 weeks prior to appointment, this means being offered appointment based on membership of the Single Public Service Pension Scheme ("Single Scheme"). Candidates will be notified of which scheme will apply to them, at the time of being offered an appointment.

The Single Scheme, as provided for in the Public Service Pensions (Single Scheme and Other Provisions) Act 2012, came into effect on 1 January 2013. From that date onwards, new public servants will be members of the Single Scheme, which will provide CPI-linked defined-benefit pensions based on career-average pay. The Scheme's minimum pension age will be linked to the State Pension age (66 years initially, rising to 67 in 2021 and 68 in 2028). Retirement for most members will be compulsory on reaching age 70. For further information in relation to the Single Public Service Pension Scheme for Public Servants please see: http://www.per.gov.ie/pensions.

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 existing public service pension scheme will apply. This 40-year limit, which is provided for in the Public Service Pensions (Single Scheme and other Provisions) Act 2012 came into effect on 28 July 2012. This may have implications for any appointee who has acquired pension rights in a previous public service employment.

Additional Superannuation Contribution
From 1 January 2019, an "Additional Superannuation Contribution" (ASC) is payable by public servants on their pensionable pay. This arises from the Public Service Stability Agreement (PSSA, 2018 – 2020) and the provisions of Part 4 of the Public Service Pay and Pensions Act 2017. ASC replaces the pension-related deduction (PRD) which was abolished with effect from 1 January 2019 by Section 4 of the Public Service Pay and Pension Act 2017.

Note

Candidates should note that different pay and conditions may apply if, <u>prior to appointment with the Authority</u>, the appointee is/was a serving civil or public servant.

The above represents the principal conditions of service and is not intended to be the comprehensive list of all terms and conditions of employment, which will be set out in the employment contract to be agreed with the successful candidate.

<u>Appendix 1</u>

Assistant Principal Officer Competencies	
Competency	**Typical behavioural indicators**
Team leadership	• Inspires, and motivates his/her team to build and sustain high levels of performance and achievement and addresses performance issues as they arise. • Clearly defines objectives, goals and metrics for team members explaining how their work contributes to the achievement of the organisation's strategy, delegating effectively encouraging ownership and responsibility for tasks. • Empowers others through ongoing feedback, coaching and creating opportunities for skills development. • Promotes a culture which values and supports collaboration and team work within and across units; supporting other units to meet their objectives at every opportunity.
Judgement, Analysis and decision making	• Understands complex issues quickly and is able to deal with multiple information sources at once. • Researches issues thoroughly; consults and communicates appropriately across the organisation before taking decisions that may have an organisation wide impact. • Shows good judgment and makes timely, well reasoned and evidence based decisions. • Considers the wider implications of decisions on a range of stakeholders. • Takes a firm position on issues s/he considers important. • Capable of defending and representing the views of the Authority both internally and externally

Delivery of results	• Effectively delegates and manages multiple projects ensuring they are delivered on time and to a high standard. • Plans and prioritises work, and resource allocation in terms of importance and timescales. • Oversees progress against targets set and keeps abreast of internal and external issues which may require reprioritisation or review of objectives. • Ensures that controls and performance measures are in place to deliver efficient and effective high value services. • Maintains awareness of sectoral developments and effectively prepares for anticipated changes. • Identifies potential improvements in current methodologies/work practices and seeks to exploit opportunities for greater effectiveness and efficiency in planning and achieving the unit's objectives. • Actively contributes to the development of clear and realistic unit and organisational work objectives to deliver the organisational strategy.
Building Relationships and Communication skills	• Presents information, both verbally and in writing, in a clear, comprehensive, logical and reasoned manner. • Encourages the views and ideas of others through active listening, including encouraging team members to bring forward new ideas and initiatives to improve how work is performed.
Influence and impact	• Challenges ideas and proposed changes constructively in the best interest of the long term future of the Authority. • Produces papers and presentations on professional/technical or specialised aspects of the role and is recognised as an expert in by colleagues and stakeholders in his/her own field/area. • Engages effectively, with a range of stakeholders, including regulated entities and members of the public. • Proactively engages with colleagues at all levels of the organisation and builds strong professional networks. • Develops and maintains a network of contacts to facilitate problem solving or information sharing.
Specialist knowledge, skills expertise and self development	• Has a breadth and depth of knowledge of the operation of pension schemes, PRSAs, regulatory priorities and best practice regulatory methodology and applies this. • Is aware of and keeps up to date on key organisational, government, sectoral and national policies and economic, political and social trends that affect the unit. • Maintains a strong focus on self-development, seeking ongoing feedback and opportunities for growth of management and technical skills.