



Senior Staff Officer IT – GRADE VI

The Housing Agency is a government body working with the Department of Housing, Local Government and Heritage, Local Authorities and Approved Housing Bodies (AHBs) in the delivery of housing and housing services.

The Agency's vision is to achieve an integrated housing system, meeting the nation's housing needs and promoting sustainable communities. It does this by providing evidence-based housing insights and data that inform thinking and policy making; by working with others to enable the delivery of housing solutions and implement programmes and actions in Government housing policy; and by equipping itself and its stakeholders with the capacity required to respond quickly and effectively to challenges in the housing system.

The Agency's work to deliver sustainable and affordable housing for all is framed under three broad themes:

- Being a centre for housing knowledge;
- Bridging housing supply and demand; and
- Building capacity for housing.

We provide a broad range of services including:

- Assisting local authorities with all aspects of their housing function
- Supporting affordable housing initiatives including cost rental and affordable purchase schemes
- Housing acquisitions and property sourcing for social housing
- Managing the Croí Cónaithe Fund
- Technical advice and supports to local authorities and AHBs regarding capital construction and refurbishment projects and procurement
- Financial appraisals of AHB funding applications
- Co-ordination of the Housing First initiative
- Mortgage to Rent
- Research, financial analysis and policy advice
- Pyrite Remediation and the Defective Concrete Block Schemes
- Land development and management
- Loan Underwriting
- Housing practitioner training and information
- National Housing Strategy for Disabled People

Further information on The Housing Agency is available at www.housingagency.ie

The Housing Agency is now seeking applications for a **Senior Staff Officer IT – Grade VI** vacancy on a permanent basis. This post is based in our offices in Dublin 2. The Housing Agency operate a Blended Working Policy.

Main Duties

- Responsible for ensuring issues are resolved or escalated to the proper resources to resolve in a timely manner with minimum disruption to the operational business areas.
- Ensure all ICT security policies and procedures are followed, maintained, and implemented correctly on servers and systems.
- Monitor and report on adherence to IT security policies and procedures.
- Strong knowledge of Microsoft Windows operating systems and Microsoft Office applications
- Experience with Core Microsoft Products including Active Directory, Entra ID, Exchange, Azure, OneDrive, Teams, and SharePoint
- Provide technical advice and practical assistance to our clients and end users.
- Manage the helpdesk and generate reports using the internal ticketing system as required.
- Help ensure that the organisation operates the best security practices.
- Ensure compliance with established policies and procedures,
- Creating and updating technical documentation including work instructions, standard operating procedures/manuals.
- Update the Risk Register
- Excellent communication and customer service skills.
- Develop a SOP (Standard Operating Procedure) manual.
- IT controls, testing, reporting and enhancement as required.

Other duties as assigned by the Director or Chief Executive

Educational & Experience Requirements

- 3+ years of experience in IT support services
- Bachelor's degree or equivalent in an IT or engineering-related field
- Good technical knowledge (hardware, software and network troubleshooting)
- Ability to communicate effectively and confidently with end users and senior management.

Competencies

Management & Delivery of Results - proactively identifies areas for improvement and develops practical suggestions for their implementation.

Communications and Interpersonal Skills - Excellent communication and interpersonal skills with an ability to interact with all levels, internally and externally.

Analysis and Decision Making – takes account of any broader issues and related implications when making decisions.

Drive and Commitment – demonstrates resilience in the face of challenging circumstances and high demands.

Specialist Knowledge – in depth knowledge of Information and Communications Technology including server management, software installation and support, communications infrastructures, web technologies and best practice IT policies and procedures

Salary Scale – Senior Staff Officer – Grade VI LA Scales

€53,345 - €54,618 - €56,168 - €59,086 - €60,828

LSI 1 - €62,994

LSI 2 - €65,172

New entrants will be appointed on the first point of the scale in line with government policy. Different terms and conditions may apply if immediately before appointment you are a currently serving civil/public servant.

Eligibility to compete:

Candidates should note that eligibility to compete is open to citizens of the European Economic Area (EEA). The EEA consists of the Member States of the European Union along with Iceland, Liechtenstein and Norway. Swiss citizens under EU agreements may also apply. To qualify candidates must be citizens of the EEA by the date of any job offer. Eligible candidates must be:

- a) A citizen of the European Economic Area. The EEA consists of the Member States of the European Union, Iceland, Liechtenstein and Norway; or
- b) A citizen of the United Kingdom (UK); or
- c) A citizen of Switzerland pursuant to the agreement between the EU and Switzerland on the free movement of persons; or
- d) A non-EEA citizen who is a spouse or child of an EEA or Swiss citizen and has a stamp 4 visa; or
- e) A person awarded international protection under the International Protection Act 2015 or any family member entitled to remain in the State as a result of family reunification and has a stamp 4 visa; or
- f) A non-EEA citizen who is a parent of a dependent child who is a citizen of, and resident in, an EEA member state or Switzerland and has a stamp 4 visa

Closing date for Receipt of Applications – Tuesday 19th March 2024 at 12:00 noon

Application Procedure

- All sections of the application form must be completed, incomplete applications will not be considered for shortlisting.
- Applications should be typed and submitted in PDF format to recruitment@housingagency.ie.
- Applications will not be accepted under any circumstances after the closing date and time.

- Canvassing by or on behalf of the applicant will automatically disqualify.
- All information must be provided on the formal application form. Additional information such as CVs, references, and certificates should not be attached to this form.

Should the person recommended for appointment decline or having accepted the position relinquish it or if any additional vacancy arises, the Agency may, at its discretion, select and recommend another person for appointment on the results of the selection process.