**Personal Injuries Assessment Board**

**Information Technology (IT) and Facilities Team**

**Higher Executive Officer (HEO)**

The Personal Injuries Assessment Board (PIAB) is an independent State body that makes statutory personal injury awards in respect of motor, employer and public liability accidents.

A self-funded entity, PIAB assesses claims for compensation without the need for many of the costs and fees usually associated with personal injury claims.

PIAB has facilitated the removal of a large number of personal injury claims from the litigation system and delivered significant savings to the economy. Awards continue to be delivered faster and more cost-effectively than under the litigation system.

Further details are available on the PIAB’s website [www.injuriesboard.ie](http://www.injuriesboard.ie) PIAB is currently seeking qualified applicants for a position within the Board graded at Higher Executive Officer to join our Information Technology (IT) and Facilities Team.

The successful candidate will:

* Report to PIAB’s IT and Facilities Manager
* Have responsibility for the management of all IT systems to ensure that PIAB can operate efficiently and effectively and management of an outsourced IT help desk
* Have some data management, software development and implementation life cycle experience

**PIAB is proud to be an equal opportunities employer and welcomes applications from people with disabilities.**

To apply for the position a fully completed application form must be returned to the Human Resources Manager by email to [careers@injuriesBoard.ie](mailto:careers@injuriesBoard.ie) or by 12noon local time on Friday, 12th October 2018.

PIAB is based in Tallaght, Dublin 24.

**Responsibilities:**

The responsibilities of this role will include:

* To work in the IT Department providing both technical and first line application support to all PIAB staff
* To organise the provision of 2nd level support for the resolution of faults with the relevant application and system suppliers
* To assist with the management and resolution of Incidents e.g. major disruption to IT services, and in particular to issue accurate and timely messages to relevant users, concerning the delivery of systems and services
* To organise the performance of services such as software audits, under the direction of the IT Manager
* To identify issues and potential improvements with a view to providing improved service for users and their applications
* Responsible for Data management function and other key applications data used across the business.
* Be a key resource in delivering the PIAB Strategy and supporting PIAB IT Strategy

This is not an exhaustive list and the role will include any duties required by PIAB from time to time which are appropriate for the position and the needs of the organisation.

**Key Skills/Qualifications**

The ideal candidate will have:

* Experience as Support Technician with proven results
* Web skills (IIS, ASP, HTML) to support PIAB websites and Portals
* Business / Applications e.g. Claims Management systems, Financial systems
* Software development and implementation life cycle experience
* Data management experience (Data warehousing, MIS, OLAP, Decision Support tools e.g. Tableau)
* Communications and security (WANs, data services, firewalls)
* Third party supplier management
* Familiar with using structured Help desk systems
* Experience of key current IT Security issues including Anti virus, web filtering, mail management, etc.
* Experience of working with SIEM tools

Other skills that would be an advantage

* An exposure to and a knowledge of the following business systems, architecture, administration and maintenance including:
  + Windows 2008 and above, Server, Network
  + Printing using MFP and ‘follow me printing’ solutions ,
  + Virualisation (VMware 6, SRM 6, Veeam),
  + Microsoft (MS Exchange 2010, Office)
  + RDBMS (Oracle 11gr2, MS SQL)
  + Hosted systems and 3rd party data centres and supporting communications links
* Security - familiarity with regular compliance reporting needs (e.g. ISO 27001)
* Relevant industry experience in areas of data compliance, reporting, etc.
* Working with and supporting Claims Management systems, hosted systems, web based systems

**Person Specification**

* Strong customer focus, appreciation and understanding of business needs
* Adaptable to deal with competing pressures and resources, ability to priortise tasks accordingly
* Excellent communication, interpersonal skills both oral and written
* Able to work with external 3rd Party suppliers, contract management
* Professional telephone manner, ability to provide accurate and timely response to users
* Good problem solving skills
* Ability to work on own initiative
* The ability to lead a team, and interact with other team members effectively
* A readiness to take ownership
* Organised and efficient
* Project management and methodical troubleshooting skills will be valuable assets for the position
* Experience of working with structured methodologies (Project management, systems development, data management and analysis).
* Able to demonstrate that they meet the skills/competencies outlined in the application form, while possessing the requisite knowledge and ability to be able to discharge all the functions of the position.
* Be in a state of health as would reasonably indicate a prospect of an ability to provide a regular and efficient service

**Particulars of Office**

**Duration**

The appointment is to a full-time, permanent position.

**Pay**

Entry will be at the minimum of the Higher Executive Officer Standard Salary Scale €47,552. The salary scale for the position (rates effective from 1 January 2018) is as follows:

Personal Pension Contribution Pay Scale (for those appointed on or after 6 April 1995):

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Higher Executive Officer (HEO) | Point  1 | Point  2 | Point 3 | Point 4 | Point 5 |
| 1st January 2018 | €      47,552 | €    48,943 | €    50,329 | €    51,716 | €        53,107 |

|  |  |  |  |
| --- | --- | --- | --- |
| Point 6 | Point 7 | **LSI 1** | **LSI2** |
| €    54,495 | €    55,882 | €    57,887 | €   59,887 |

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.

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.

Different terms and conditions may apply if immediately before appointment you are a currently serving civil/public servant.

**Tenure**

In the event of appointment to a permanent or temporary position with the Board the appointee must serve a probationary period, which normally will last for six 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.

**Annual Leave**

The annual leave allowance for the position of Higher Executive Officer is 29 days, rising to 30 after 5 years’ service, rising to 31 after 10 years' service. This allowance is subject to the usual conditions regarding the granting of annual leave within the Injures Board 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 Board 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.

**Duties**

The successful candidate will be required to perform any duties appropriate to the position which may be assigned from time to time.

**Headquarters**

The PIAB is based in Tallaght, Dublin 24.

**Sick Leave**

Pay during properly certified sick absence, provided there is no evidence of permanent disability for service, will apply in accordance with the provisions of the sick leave circulars generally applicable to the civil service.

Officers who will be paying Class A rate of PRSI will be required to sign a mandate authorising the Department of Social Protection to pay any benefits due under the Social Welfare Acts directly to the Personal Injuries Assessment Board.

**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.**

**COMPETITION PROCESS**

**How to Apply**

Interested applicants should forward a completed application form to [**careers@injuriesboard.ie**](mailto:careers@injuriesboard.ie)on or before 12noon on Friday, 12th October 2018, with **‘HEO– IT and Facilities’,** in the subject description. Please note that depending on the number of applications received, the Personal Injuries Assessment Board proposes that the completed application form will be used to shortlist candidates for the interview.

**Applications will not be accepted after the closing date.**

If you do not receive an acknowledgement of receipt of your application within 24 hours of applying (Monday to Friday), please contact**: Michelle Cranny 463 45 52**

**Selection Methods**

The selection may include:

* shortlisting of candidates on the basis of the information contained in their application
* initial / preliminary interview
* Second interview for candidates who successfully progress through the aforementioned stages
* Reference Check and Medical

**Shortlisting**

Normally the number of applications received for a position exceeds that required to fill existing and future vacancies to the position. While a candidate may meet the eligibility requirements of the competition, if the numbers applying for the position are such that it would not be practical to interview everyone, it may be decided that only shortlisted candidates will be called to interview. An expert Selection Panel will examine the application forms against a pre-determined criteria based on the requirements of the position. This is not to suggest that other candidates are necessarily unsuitable or incapable of undertaking the job, rather that there are some candidates, who based on their application, appear to be better qualified and/or have more relevant experience. **It is therefore in your own interest to provide a detailed and accurate account of your qualifications/ experience on the application form.**

**Confidentiality**

Subject to the provisions of the Freedom of Information Act, 2014 applications will be treated in strict confidence.

**Other important information**

Prior to recommending any candidate for appointment to this position the PIAB will make all such enquiries that are deemed necessary to determine the suitability of that candidate. **Until all stages of the recruitment process have been fully completed a final determination cannot be made nor can it be deemed or inferred that such a determination has been made.**

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

**Candidates' Obligations**

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

**Deeming of candidature to be withdrawn**

Candidates who do not attend for interview when and where required by the Personal Injuries Assessment Board, or who do not, when requested, furnish such evidence as the Personal Injuries Assessment Board require in regard to any matter relevant to their candidature, will have no further claim to consideration.