



Candidate Information

ICT Support Administrator (Executive Officer)

Riarthóir Tacaíochta Teicneolaíochtaí Faisnéise agus
Cumarsáide

Operations Department

Closing Date: 22nd March 2019

Table of contents

Table of contents	2
Introduction	4
About PSI – The Pharmacy Regulator	4
Governance.....	4
Our Vision, Mission and Values	5
Our Vision.....	5
Our Mission.....	5
Our Values.....	5
Role Specification.....	6
Job purpose.....	6
Key duties and responsibilities	7
Key requirements.....	7
Key competencies	9
Probation	11
Pay.....	11
Superannuation	11
Hours of attendance/working Week	11
Annual leave.....	11
Outside employment	12
How to apply.....	12
Selection process	12
References	12
Interview	12
Candidate obligations	13
GDPR Privacy Notice – recruitment process.....	13
Purpose	13
Legal basis for processing personal data	13
How your information may be shared.....	14
Data transfers outside the EU/EEA.....	14
Automated decision making	14
How long we store your data.....	15

Your data protection rights.....15

Introduction

About PSI – The Pharmacy Regulator

The Pharmaceutical Society of Ireland (PSI) is a public body established in law to protect the health, safety and wellbeing of patients and the public by regulating pharmacists and pharmacies in Ireland.

Our principal function is to ensure patient safety and public protection. We are committed to carrying out our work independently, ethically, and transparently. The Pharmacy Act 2007, as amended, established the statutory role and the responsibilities of PSI as the pharmacy regulator, which include:

- Registration of pharmacists, pharmaceutical assistants and pharmacies, in line with statutory requirements;
- Setting standards for pharmacy education and training at undergraduate and postgraduate level;
- Ensuring all registered pharmacists are undertaking appropriate continuing professional development (CPD);
- Promoting good professional practice by pharmacists, by raising standards and sharing information for the benefit of patients and the wider health system;
- Assessing compliance and taking actions to address poor performance, practices and behaviours through our inspection and enforcement functions, by considering formal complaints made against a pharmacist or a pharmacy and through the imposition of sanctions;
- Providing advice, support and guidance to the public, pharmacy profession and Government on pharmacy care, treatment and services in Ireland.

These functions form the basis of the work we do to promote and assure public confidence and trust in pharmacy practice and pharmacy-delivered care and services in Ireland.

Governance

The PSI is a public body, which is independent in the exercise of its statutory functions. For public accountability purposes, the PSI operates under the aegis of the Department of Health.

The PSI is governed by a 21-member Council and each member is appointed by the Minister for Health in accordance with the provisions of the Pharmacy Act 2007. The Registrar/CEO is responsible for the day-to-day operation of the PSI.

Our Vision, Mission and Values

Our Vision

That the public has access to trusted pharmacy services and that the PSI makes a clear and demonstrable contribution to the availability and quality of those services.

Our Mission

We protect and promote the health, safety and wellbeing of patients and the public by taking timely and effective action to ensure that pharmacists in Ireland are competent and that pharmacies are operating to high standards of safety and reliability.

Our Values

Our values underpin how we deliver on our mission. They guide our behaviour, the expectations we set ourselves, and the experience of others who engage with us. They provide evidence as to our commitment to equality and human rights in how we fulfil our role.

Our values ensure that we achieve the objectives set in the PSI [Corporate Strategy 2018-2020](#) in ways that are properly accountable and which meet with the high standards expected of public bodies and of the public servants who work within them.

The infographic is a dark blue rounded rectangle containing six value statements. Each statement is preceded by a white circular icon. The values are: 'Serve the public' (hands holding a heart), 'Everyone Counts' (two people), 'Work Together' (speech bubbles), 'Lead by example' (flag), and 'Embrace Change' (circular arrows around a person). The text for each value is in white, with the title in a light blue color.

- Serve the public**
The safety of the public is at the heart of everything we do, and we act to ensure that safety.
- Everyone Counts**
We value, appreciate and respect everyone we engage with.
- Work Together**
We work in partnership with our colleagues and all our stakeholders.
- Lead by example**
We behave with integrity and objectivity. Our actions are evidence-based and timely.
- Embrace Change**
We are innovative and we adapt to achieve results and continuously improve.

More information about our role and the work that we do is available on our website www.psi.ie.

Role Specification

Job Title:	ICT Support Administrator / Riarthóir Tacaíochta Teicneolaíochtaí Faisnéise agus Cumarsáide
Reporting Relationship:	The post-holder will report to the ICT Officer (ICT team lead)
Reports:	None
Grade:	Executive Officer
Contract Type:	Full-time permanent
Contract Duration:	Permanent
Location:	Post will normally be located at PSI House, 15-19 Fenian Street, Dublin 2. Post-holder may be required to travel, from time to time, in performance of their duties.

Job purpose

Reporting to the ICT Officer, the post holder will be responsible for troubleshooting and resolving ICT issues ensuring that solutions are presented to end-user issues in a timely and professional manner.

Working with the ICT Officer, the post-holder will enable the ICT team to deliver on the commitment to deliver a programme of business and digital transformation to support the PSI business processes and service user needs.

This post is essential to support the PSI's operations and other duties may include assisting with compliance and reporting requirements and supporting the work of PSI committees or its Council.

Key duties and responsibilities

Key duties of the role will include but are not limited to:

- Support the day-to-day running of the PSI's network
- Support PSI's ICT users, both office-based and field-based, including staff, Council and disciplinary committee members
- Maintenance of ICT security patches
- Management of all PSI devices, including fixed phone lines (delivered by VOIP) and all PSI mobile/smart phones
- Troubleshoot issues with all types of devices (desk-tops, laptops, iPads, etc.)
- Provide support for teleconferencing and videoconferencing
- Identify, troubleshoot and resolve hardware, software and networking technical problems
- Provide assistance in the delivery of on-going ICT developments and innovation in consultation with relevant departments on the organisation
- Ensuring adherence to SLAs and day to day management of ICT external vendors in meeting the requirements of the organisation
- Ensure ongoing security of the network and data
- Assist in the rollout of new hardware, software and services as required
- Support the ticket management system by logging service and support tickets with third parties as required and ensure that all activity is appropriately recorded
- Support the creation of user guides or material that may be required as part of the roll-out of ICT projects
- Work closely with staff to resolve problems and create solutions
- Identify risk and assist the organisation in our purpose of mitigating regulatory risk in the interests of assuring the public of safe pharmacy care and services
- Provide support to organisational projects, working groups, committees, etc.
- Participate in cross-functional initiatives that contribute to the delivery of the strategic objectives of the PSI
- Contribute to a programme of continuous process improvement within the PSI
- Other duties assigned by the ICT Officer, Head of Operations and/or the Registrar/Chief Officer

NB: The role will evolve in line with changing functions and development of the PSI.

Key requirements

Candidates must have, on the closing date for receipt of applications:

- At least two years' experience in a similar IT Support or IT Helpdesk Administration Support Service position(s) with a similar range of responsibilities
- Experience of some or all of the following: Windows 7 to 10, Microsoft Office 365, Windows Server 2012, Microsoft Exchange 2012, SharePoint, VMware vSphere

server virtualization, Web hosting technologies, Microsoft Office Products, Unix and/or Oracle

- Experience of Microsoft networking technologies – Active Directory, Domain Controllers, Group Policy, DNS, DHCP, Hyper-V
- Experience of participating in systems and software upgrades and rollouts
- Experience in using an IT ticketing system
- Experience deploying and supporting mobile devices
- Experience of VMware server virtualization technologies
- Experience in IT security
- Experience in Tableau Business Intelligence or similar.
- Experience in mobile device management in one or all of the following: MaaS360 and Microsoft Intune.

In addition, the following are considered desirable:

- Level 8 degree or other equivalent on the Irish National Framework of Qualifications in Computer Science, Information Technology, or equivalent related discipline
- Relevant industry certified professional qualification(s) such as MSCA, CompTIA or VMware
- Experience in cloud technologies such as Azure or AWS.
- Experience in using board meeting software, such as Acronis Access, Minute Pad, Diligent and SharePoint.
- Experience of registration, membership or case management systems
- Knowledge of the role of a regulatory body, its functions and the context in which it operates

Key competencies

ICT Support Administrator, Operations Department

Competencies	Description
1. Specialist Knowledge / Expertise & Self Development	<ul style="list-style-type: none"> • Has a depth and breadth of ICT knowledge and expertise at an appropriate level • Displays high levels of skills/expertise in own area and provides guidance to colleagues • Has a clear understanding of the role, objectives and targets and how they support the service delivered by the unit and Department/Organisation and can communicate this. • Demonstrates the importance of development by setting time aside for development initiatives for self and the team. • Displays high levels of skills/expertise in Microsoft based systems such as Windows Server, Azure and Office 365. • Demonstrates and maintains a broad knowledge of technology solutions, current trends and techniques and proactively pursues new technology developments
2. Delivery of Results	<ul style="list-style-type: none"> • Takes ownership of tasks and is determined to see them through to a satisfactory conclusion. • Is logical and pragmatic in approach, setting objectives and delivering the best possible results with the resources available through effective prioritization. • Constructively challenges existing approaches to improve efficient customer service delivery. • Accurately estimates time parameters for project, making contingencies to overcome obstacles. • Minimises errors, reviewing leaning and ensuring remedies are in place. • Maximises the input of own team in ensuring effective delivery of results. • Ensures proper service delivery procedures/protocols/reviews are in place an implemented.
3. Analysis & Decision Making	<ul style="list-style-type: none"> • Effectively deals with a wide range of information sources, investigating all relevant issues. • Understands the practical implication of information in relation to the broader context in which s/he works – procedures, divisional objectives, etc. • Identifies and understands key issues and trends.

	<ul style="list-style-type: none"> • Correctly extracts and interprets numerical information, conducting accurate numerical calculations. • Draws accurate conclusions and makes balanced and fair recommendations backed up with evidence.
4. Interpersonal & Communication	<ul style="list-style-type: none"> • Modifies communication approach to suit the needs of a situation/audience. • Actively listens to the views of others • Liaises with other groups to gain co-operation. • Negotiates, where necessary, in order to reach a satisfactory outcome. • Maintains a focus on dealing with customers in an effective, efficient and respectful manner. • Is assertive and professional when dealing with challenging issues. • Expresses self in a clear and articulate manner when speaking and in writing.
5. Team working/ Engagement	<ul style="list-style-type: none"> • Consults and encourages the full engagement of the organisation, encouraging open and constructive discussions. • Encourages and supports innovation and more effective ways of working. • Deals with conflicts in a constructive fashion. • Encourages, listens to and acts on feedback from the organisation to make improvements. • Actively shares information, knowledge and expertise to help colleagues and the organisation to meet its objectives.
6. Commitment to PSI Values	<ul style="list-style-type: none"> • Committed to public safety and the PSI's focus on effective regulation and awareness raising for that purpose • Values, appreciates and respects everyone engaged with • Works in partnership with colleagues and all stakeholders • Behaves with integrity and objectivity, actions are evidence-based and timely

Probation

A probationary period of eleven months applies to this position.

Pay

Personal Pension Contribution PPC (Personal Pension Contribution) salary for this position, with effect from 1 January 2019, is as follows:

€29,609 €31,329 €32,460 €34,364 €36,071 €37,720 €39,364 €40,974, €42,600 €44,181
€45,812 €46,891 €48,427 (LSI-1), €49,960 (LSI-2)

This rate will also apply where the appointee is an existing civil or public servant appointed on or after 6 April 1995 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.

Important Note: Entry will be at the minimum point of the scale and the rate of remuneration will not be subject to negotiation and may be adjusted from time to time in line with Government pay policy.

Subject to satisfactory performance increments may be payable in line with current Government Policy.

Candidates should note that different pay and conditions may apply if, immediately prior to appointment, the appointee is a serving civil or public servant.

Superannuation

The successful candidate will, upon appointment, become a member of the appropriate pension scheme. Pension scheme membership will be notified within the contract of employment.

Hours of attendance/working Week

The normal working week is not less than 37 hours, exclusive of lunch breaks. 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.

Hours of attendance may be subject to change from time to time in line with government/local policy and practices.

Annual leave

Annual leave is 23 days per annum, rising to 24 days per annum after 5 years at this grade service, rising to 25 days per annum after 10 years' service at this grade. This allowance is subject to the usual conditions regarding the granting of annual leave and is on the basis of a five-day week and is exclusive of the usual public holidays and Good Friday.

Outside employment

The role of ICT Support Administrator is full-time, and the appointee may not engage in private practice or be connected with any outside business which conflicts in any way with his/her duties, impairs performance or compromises his/her integrity.

The appointee must avoid involvement in outside employment/business interests in conflict or potential conflict with the business of the PSI. Clarification must be sought from management where doubt arises.

How to apply

To apply for this post, each candidate should submit a comprehensive covering letter outlining why they believe their skills, experience and values meet the requirements of the post highlighting the relevant key competencies along with an up-to-date CV.

This documentation should be emailed to Kevin Griffiths, HR Development Project Manager, at recruitment@psi.ie on or before the closing date of **5.30pm on Friday 22nd March 2019**.

Late applications will not be accepted.

The PSI is committed to a policy of equal opportunity.

Selection process

The selection process may include:

- A shortlisting of candidates based on the information submitted in their application;
- A competitive interview before a main interview board which may include an assessment and/or presentation;
- An offer of employment will be dependent upon the candidate furnishing suitable references and upon their successful completion of a pre-employment medical.

References

We would appreciate it if candidates could start considering names of people who would be a suitable referee that we might consult (2-3 names and contact details). Please be assured that PSI will only contact referees should you come under consideration for appointment after interview stage.

Interview

Proposed date for interviews will be **Tuesday 2nd April 2019**.

The onus is on all applicants who are shortlisted for interview to ensure they are available for interview on the identified date. Please note that the PSI is not in a position to reimburse expenses incurred by applicants for interview.

Candidates who do not attend for interview or other assessment when required, or who do not, when requested, furnish such evidence as the PSI requires in regard to any matter relevant to their candidature, will have no further claim to consideration. Candidates are expected to provide all requested documentation. Failure to do so will result in the candidate

being deemed to have withdrawn from the competition and their candidature will receive no further consideration.

Candidate obligations

Candidates must not:

- Knowingly or recklessly provide false information
- Canvass any person with or without inducements
- Personate a candidate at any stage of the process
- Interfere with or compromise the process in any way.

GDPR Privacy Notice – recruitment process

Purpose

The PSI conducts a competency-based recruitment process. Candidates are asked to submit a CV and a comprehensive covering letter, in the case of other posts an application form. The recruitment process may also involve psychometric testing and a pre-employment medical assessment.

As part of the recruitment process, PSI will process personal data relating to potential candidates. Personal data means any information relating to an identified or identifiable living individual. The categories of personal data defined by the General Data Protection Regulation (“**GDPR**”) include identification data e.g. name, address and emails. It also includes special categories of personal data for more sensitive information such as data concerning health. In meeting its data protection obligations, the PSI is committed to being accountable and transparent about how it collects and uses personal data provided in your application and as part of the recruitment process.

In the case of a successful candidate, some of the information provided during the recruitment process will form the basis of the contract of employment (e.g. name, address).

Legal basis for processing personal data

The PSI processes the personal data contained in your CV, covering letter of application and/or application form obtained during the recruitment process on the basis of consent, Article 6(1)(a) of the GDPR. Consent is demonstrated by the submission of the signed consent form to accompany your CV and covering letter of application. The consent form is available for download from the PSI website: <https://www.thepsi.ie/tns/about-psi/recruitment.aspx>. Consent is required from the applicant in order to process any personal data in your application for the specific purpose of progressing your application during the recruitment process.

In the case of a successful candidate(s), some of the information provided during the recruitment process will form the basis of the contract of employment (e.g. name, address). The personal data of potential employees, and employees, is processed on the basis that it is necessary for the PSI’s compliance with legal obligations (Article 6(1)(c) GDPR), which

includes employment legislation. PSI personnel are provided with an internal privacy statement in relation to the use of employee information.

How your information may be shared

The following parties may receive your information for reasons outlined below:

Recipient	Purpose
HR (PSI internal)	Storing application, acknowledging responses and corresponding with candidates.
HR (external service provider)	In the recruitment of certain posts, the PSI may outsource some or all parts of the recruitment process to an external service partner. An external service partner will receive candidate submissions, in full or part, to assist with administration or assessment for the post, or to manage the entire recruitment process.
Designated Hiring Manager	The designated hiring manager(s) and/or a Head of Department will receive applications to conduct shortlisting of candidates.
Interview Panel	Member(s) of Interview Panel(s), including the designated Hiring Manager and/or Head of Department and /or independent member(s) external to the PSI will receive applications to conduct the assessment of candidates.
HR (external service provider – psychometric or other testing)	In the recruitment process for certain post, the PSI may require psychometric or other testing to be carried out by an external service provider. The external service provider will receive candidate information, in full or part, to be used as directed by the PSI to conduct the assessment and provide information to the PSI. They will hold information relating to a candidate only for a period necessary to fulfil the service required.
Referees	Candidates are asked to provide references who can be contacted to validate work history and/or comment on suitability of the candidate for the position. Where a candidate gives consent for the PSI to contact a named referee(s), referee(s) will be provided with the candidate's name for the purpose of providing the reference.
Occupational Health	If considered for appointment to the role, a candidate will be asked to undergo a pre-employment medical assessment. The PSI will notify the occupational health provider of the name of the candidate and contact telephone number.

Data transfers outside the EU/EEA

There is no transfer of information outside of the EU/EEA in the course of this process.

Automated decision making

This does not apply to this process.

How long we store your data

The PSI has a document management policy and retention schedule in relation to the information it holds. This may be updated from time to time.

For unsuccessful candidates, applications and all relevant correspondence will be retained and held securely by the PSI's HR Office for a period of 12 months. At the end of that period, or once you withdraw your consent, your data is securely deleted or destroyed.

For successful candidates, their application (to include interview records, assessments such as psychometric tests and evaluations of interviews conducted) will be placed on their employee file and retained during the course of their employment and for an appropriate period thereafter.

Your data protection rights

You have rights in relation to the data held and processed about you by the PSI. The PSI has a Data Protection Officer, who can be contacted if you wish to exercise your data protection rights.

Email: dataprotection@psi.ie

Address: Data Protection Officer, Pharmaceutical Society of Ireland, PSI House, Fenian Street, Dublin 2, D02 TD72.

There is a [subject access request form](#) available on the PSI website.

Right	Explanation
Access	You can request and receive access to the information held about you for the purpose of this process at any time.
Portability	You can request and receive a copy of this information, in electronic/transferrable format, at any time.
Erasure	You can request the data held be erased. The anticipated retention period is outlined above.
Rectification	You can request to have any incorrect information about you updated or corrected.
Objection	You can withdraw your consent or object to this information being processed.
Complaint	You can make a complaint to the PSI's Data Protection Officer (above) and/or make a complaint to the relevant supervisory authority in Ireland, the Data Protection Commission (www.dataprotection.ie)