

Job Description and Person Specification

Senior ICT Network Operations Technician (Grade VII Officer)

Permanent Vacancy

Reference: HR25E188

Closing Date for Applications: Monday, 1st September 2025

In Person Interviews Date: Monday, 22nd September 2025

HR Business Services,
St Vincent's University Hospital,
Elm Park,
Dublin 4.

Job title / Grade: Senior ICT Network Operations Technician / Grade VII Officer

Reports to: ICT Services Manager

Key Duties and Responsibilities:

The Network Administrator's primary role is to ensure the stable operation of the hospitals computer networks and associated systems serving St Vincent's Hospital Group. This includes planning, developing, installing, configuring, maintaining, supporting, and optimizing all network hardware, software, and communication links.

The role will additionally provide senior level IT consultancy, including advice on infrastructure strategy, operational processes, and support procurement of infrastructure and services, of the core ICT infrastructure of St. Vincent's University Health Group. The Senior Network Technician will be actively involved in the hospital's cyber security function with liaising with the SOC and security teams and providing technical guidance when required. This role also assumes responsibility for mentoring and coaching less experienced IT engineers and provide on-call support as a member of the on-call team.

Specific Duties and Responsibilities:

The holder of this position will provide assistance to the project management team in carrying out the following duties and responsibilities:

Network Operations

- Installing, configuring and supporting the campus network switching, WLAN, wireless, firewalls, NAC and other related network system to maximise network efficiency and security.
- Optimise network performance and resiliency
- Manage firewall rules, ACLs, VPNs, and network segmentation
- Creating and maintaining network related documentation.
- Investigating faults in the network and working with the ICT Helpdesk to troubleshoot network related tickets.
- Maximising network performance through ongoing monitoring and troubleshooting.
- Arranging scheduled upgrades and replacements.
- Reporting network status to key stakeholders.
- Procuring network equipment and managing subcontractors involved with network installation and support.
- Designing and implementing new network related systems
- Working with third parties in the design, operation and support of network devices.
- The hospital works on a 24/7 basis and ICT systems infrastructure underpins critical services. The position holder will be expected to on occasion, work out of normal office hours in support of this.
- Other duties assigned by the ICT Services Manager or the Director of ICT.

Project Management

- Support the ICT Services Manager in planning and executing projects and infrastructure developments.
- Assisting the ICT projects team with the effective delivery of technical elements of applications, services and initiatives on time on budget.
- Support the ICT Services Manager on budgets and resource allocation, tenders and procurements.

- Support the Project team in terms of delivering applications including upgrades and enhancements and providing technical input.
- Bring to ICT management attention any risks relating to areas under the roles remit.

Cyber Security

- Act as a key liaison between the network operations function and the SOC/cybersecurity team to ensure network-related security issues are promptly addressed.
- Share relevant network performance and event data with the SOC to support threat monitoring and incident investigations.
- Support the SOC during security incidents by providing network logs, device configurations, and infrastructure insights.
- Assist in implementing containment measures recommended by the cybersecurity team to mitigate active threats.
- Coordinate with cybersecurity teams on security-related network changes, ensuring configurations comply with organizational security standards.
- Notify the SOC of planned network maintenance or changes that may affect monitoring or alerts.
- Work with the cybersecurity team to address vulnerabilities identified through scans or assessments.
- Provide technical context and assist with patching or configuration updates as directed by security specialists.
- Ensure appropriate logging and monitoring configurations are in place on network devices for SOC visibility.
- Escalate any unusual network activity or anomalies observed to the cybersecurity team.
- Follow cybersecurity policies and procedures, ensuring network operations remain aligned with compliance and regulatory requirements.
- Participate in periodic security reviews, audits, and tabletop exercises with the SOC.

Operations support

- Plan and manage ICT infrastructure and systems initiatives and projects as required
- Technical advisory on major on application installs and deployments.

Other

- Work with The ICT Services manager on the direction and programme for infrastructural development and replacement
- Where appropriate liaise with the Director of ICT on any of the above.
- Maintain standards of excellence in developing, implementing and supporting ICT technical solutions.
- Advise on improvements to operations services and support.
- Any other duties within the broad context of this role as determined by the ICT Services Manager
- Keeps themselves and others informed on progress through regular review meetings and updates
- Takes responsibility for the achievement of personal and staff deadlines
- Devotes energy and time to the most important task at any given time
- Gathers information from enough sources and other people to make well founded decisions
- Takes information on board quickly and accurately
- Uses experience to generate a number of possible alternatives
- Communicates decisions comprehensively and ensures that the team understands how to action them

- Makes decisions and solves problems in a timely manner before they accumulate
- Recognises when it is appropriate to refer decisions to a higher level of management
- Treats staff in a fair and equitable manner
- Is approachable and available for advice and support
- Tackles performance problems in a timely and constructive manner
- Clearly and concisely communicates the intended message to the audience
- Describes complex information in simple terms, avoiding unnecessary jargon
- Actively listens to others, using questions to check understanding
- Facilitate two-way communication up and down the hierarchy
- Works as part of the team to establish a shared sense of purpose and unity
- Demonstrates a willingness to become involved and help team members if they are under pressure
- Reacts constructively to setbacks and avoids blaming individual members
- Shares own experience and provides coaching to increase competence
- Clearly accepts responsibility for standards of work and performance in their area
- Takes the initiative to make their area successful and progressive
- Puts problems into perspective and manages not to become overwhelmed by them
- Responds calmly to feedback from colleagues or service-users
- Perseveres despite setbacks and ensures that goals are achieved
- Embraces change by being enthusiastic and flexible to new ideas. Empowers the team to make improvements

NOTE

The extent and speed of change in the delivery of health care is such that adaptability is essential at this level of management. The incumbent will be required to maintain and enhance their knowledge, skills and aptitudes necessary to respond to a changing situation. St. Vincent's University Hospital is currently undergoing development therefore, the Job Description must be regarded as an outline of the major areas of accountability at the present time, which will be reviewed and assessed on an on-going basis

Informal Enquiries or Role Specific Enquiries: Mr Paul Birmingham ICT Services Manager, e-mail p.birmingham@svhg.ie

Person Specification

Factors	Essential	Desirable
Qualifications	Relevant Third Level I.T Qualification CCNA or equivalent	CCNP Cisco Wireless or Aruba Mobility certifications HPE Aruba Networking Certifications. CompTIA Security+ Cisco CyberOps Associate. Certified Ethical Hacker (CEH)

Factors	Essential	Desirable
		or equivalent.
Experience (Please state length and type)	<p>Minimum 5 years' experience working with enterprise-class switches, routers, firewalls wireless controllers etc.</p> <p>Demonstrated experience configuring and troubleshooting TCP/IP, VLANs, routing protocols (OSPF, BGP, EIGRP), and VPNs.</p> <p>Experience of working on own initiative, in cooperation with management</p> <p>Systems deployment and change management experience.</p>	<p>Experience in working in an organisation with very high systems availability is required.</p> <p>Experience with Cisco IOS.</p> <p>Experience with Aruba CX</p> <p>Experience with Aruba Clearpass.</p> <p>Experience with SAN storage including fibre switches and lun management (EMC vPlex & EMC Unity)</p> <p>Experience supporting and troubleshooting a VMware Horizon environment</p> <p>Experience creating and troubleshooting PowerShell scripts</p>
Core Competencies	<p><u>Managing the service</u></p> <ul style="list-style-type: none"> • Knowing the health service and how it works • Planning and managing resources • Evaluating information and judging situations • Setting standards to be proud of • Delivering quality and fairness for service-users <p><u>Managing people</u></p> <ul style="list-style-type: none"> • Influencing people and events • Managing individual performance • Being the communication channel • Creating team spirit • Supporting personal development <p><u>Managing yourself</u></p> <ul style="list-style-type: none"> • Being a role model • Maintaining composure and quality of working life 	

Factors	Essential	Desirable
	<u>Managing change</u> <ul style="list-style-type: none"> Integrating the service Embracing the change agenda 	

Particulars of Office:

The appointment is: Whole-time, Permanent, and Pensionable.

Panel: A panel may be formed to fill upcoming permanent, temporary, wholetime and part-time vacancies over the next 6 months.

Annual Salary: (as at 01/08/2025), pro rata

1	2	3	4	5	6	7	8	9	10	11	
60,013	61,479	63,192	64,911	66,636	68,176	69,745	71,272	72,788	75,397	78,015	LSIs

These particulars are subject to change in line with overall public pay policy.

Candidates should expect to be appointed on the minimum of the salary range and in accordance with the Department of Finance guidelines.

Probationary Period: The appointee shall hold office for a probationary period of six months – The Hospital's Probation and Induction policy will apply.

Pension Scheme: The candidate will be entered into one of the Hospital Superannuation Schemes.

Working Hours: The person appointed will work a basic 35 hour week, Monday to Friday. You will be required to work the agreed roster / on call arrangements advised to you by your line manager. Your contracted hours of work are liable to change between the hours of 8am – 8pm over seven days to meet the requirements for the extended day services in accordance with the terms of the Framework Agreement. (Reference HSE HR Circular 003/2009). Flexibility on hours of attendance in response to service needs will be a requirement.

Annual leave entitlement: 30 days per annum pro rata each year. Annual leave accrued must be taken within the duration of the contract or calendar year and as agreed between the candidate and the Head of Department.

Additional Information

Confidentiality:

During the course of employment staff may have access to, or hear information concerning the medical or personal affairs of patients, students, staff and / or other health service business. Such records and information are strictly confidential and unless acting on the instruction of an authorised officer, such information must not be divulged or discussed except in the performance of normal duty. In addition records must never be left in such a manner that unauthorised persons can obtain access to them and must be kept in safe custody when no longer required.

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Hygiene:

During the course of employment staff members are required to ensure that the hospital's hygiene and infection control policies are adhered to at all times. All employees have responsibility to prevent transmission of infection by adhering to and implementing optimal hand hygiene and adhering to the Hospital's Hygiene processes. Hygiene is a fundamental component of St Vincent's University Hospital's quality system to ensure the safety and well-being of its patients and staff and plays a role in the prevention and control of healthcare associated infection.

Policies / Legislation:

All Hospital policies and procedures form an integral part an employment contract and may be subject to update and revision, from time to time, in consultation with union representatives as appropriate. Employees are required to comply with all hospital policies, procedures (e.g. Dignity at Work, Trust in Care, Computer Usage Policy) and the Hospital's ethical codes of practice.

Employees are required to abide by the hospital's code of behaviour and the code of practice as defined by their relevant professional body.

Protected Disclosure Policy:

See link below for more information on our Protected Disclosure Policy as per the Protected Disclosure (Amendment) Act 2022;

[Protected Disclosures - St. Vincent's University Hospital \(stvincents.ie\)](http://stvincents.ie)

Please note the following:

- The Hospital Board is not responsible for loss or theft of personal belongings
- Fire orders must be observed and staff must attend the fire lectures periodically
- All accidents within the department must be reported immediately.
- In line with the Safety, Health and Welfare at Work Act (2005), smoking within the Hospital Building is not permitted.
- All staff are advised to avail of Hepatitis B Vaccination with Occupational health
- The use of personal mobile phones is prohibited.
- St. Vincent's University Hospital buildings and grounds are **smoke-free**.

Application Process: St. Vincent's University Hospital is an equal opportunities employer and is committed to promoting an environment free from discrimination in accordance with the Employment Equality Acts 1998 and 2004. The Hospital values diversity and recognises the benefits of having a workforce that reflects the community we serve. We are committed to equality of access to positions within the Hospital. All recruitment activity and documentation will encourage applications from all potential candidates without discrimination.

Interested candidates should apply for vacancies of interest by visiting the Hospital Careers pages:

<http://www.stvincents.ie/Home/Careers.html>

- Note the closing date(s) for the submission of on-line applications are specified on the list of vacancies. St. Vincent's University Hospital are not able to accept late applications.
- It is the applicant's responsibility to ensure that they apply well in advance of the closing date.
- Any applications which are still in progress but have not been submitted after the closing date will not be registered by our Web Recruitment System.
- Applications for St. Vincent's University Hospital job vacancies will only be accepted through our Web Recruitment System.
- St. Vincent's University Hospital may only take into account technical issues raised by an applicant if advised to our Human Resources Department prior to the advertised closing date.

Non-European Economic Area Applicants: While St. Vincent's University Hospital is an equal opportunities employer, in line with current Department of Jobs, Enterprise and Innovation Employment Permit requirements, applications from non-European Economic Area (EEA) will only be considered in the event that an EEA citizen cannot be found to fill the vacancy. Please note that if you are a NON-EEA applicant and are unable to supply documents (listed on www.djei.ie), you are not entitled to participate in this recruitment competition. This is in accordance with the EU Community Preference Rule. Further information is available at www.djei.ie.

Former Public Service employees: Eligibility to compete may be affected where applicants were formerly employed by the Irish Public Service and previously availed of an Irish Public Service Scheme including:

- Incentivised Scheme for Early Retirement (ISER)
- Department of Health and Children Circular (7/2010)
- Collective Agreement: Redundancy Payments to Public Servants

Applicants should ensure that they are not precluded from re-engagement in the Irish Public Service under the terms of such Schemes. This is a non-exhaustive list and any queries should be directed to an applicant's former Irish Public Service Employer in the first instance.

Persons in receipt of a pension from specified Superannuation Schemes: Former Health Service and Public Sector Employees must adhere to the relevant prohibition of re-employment provisions where they have previously availed of a Public Service Voluntary Early Retirement or Ill Health Retirement Pension from any of the following Pension schemes:

- Local Government Superannuation Scheme (LGSS)
- Health Service Executive Employee Superannuation Scheme
- Voluntary Hospitals Superannuation Scheme (VHSS Officers/Non Officers)
- Nominated Health Agencies Superannuation Scheme (NHASS)
- Other Public Service Superannuation Scheme

Among the Voluntary Early Retirement Schemes referred to above are the following:

- Incentivised Scheme of Early Retirement (ISER)
- Voluntary Early Retirement Scheme 2010 (VER)

Prospective candidates must satisfy themselves as to their eligibility to be employed applying / competing for posts to be filled through this recruitment campaign.

Abatement of Pension (Section 52 of Public Service Pensions Act 2012): Where a person who is in receipt of a Public Service Pension (e.g. retired on voluntary age grounds) is subsequently appointed to another Public Service post, the Abatement of Pension Regulations apply. This means that in a situation where the total of a person's pension combined with their salary from their new post, exceeds the uprated (current) salary of the position from which they retired, his/her pension is reduced by any such excess amount. This provision applies irrespective of whether the relevant pension was accrued in the same Pension Scheme which applies to the new appointment, or in another Public Service Pension Scheme.

Shortlisting: Shortlisting will be carried out on the basis of information supplied on your curriculum vitae. The criteria for shortlisting are based on the requirements of the post as outlined in the Person Specification. Failure to include information regarding these requirements on your CV may result in you not being called forward to the next state of the recruitment process.

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All overseas qualifications must be validated. No candidate can work in the Hospital without validated qualifications. If professional registration is also a requirement, candidates must provide documentation of same.

Canvassing will automatically disqualify.

Please note that you will be contacted mainly by mobile phone and email. It is important that your mobile phone number, postal address and email address are correct. It is your responsibility to ensure that you have access to your mobile voice mails and emails. We recommend that you use an email address that you have regular access to.

Competency based interviews follow the shortlisting stage of the recruitment process. Credit is awarded by the interview panel to candidates who demonstrate at interview that they possess the experience, competencies and skills listed in the person specification. Candidates will normally be given at least one weeks' notice of interview. All interviews are held in person unless it is specifically noted otherwise in the Job Description. No subsequent or alternative dates to dates given will be offered to candidates. All posts are located in St. Vincent's University Hospital, Elm Park, Dublin 4 unless it is specifically noted otherwise in the Job Description.

Disability: Please let us know if you need any special assistance at interview, e.g. if you have difficulty in moving up or down stairs or have hearing or speech difficulties.

Candidates are notified of the result of their interview at the earliest possible date after the interview. The recommendation of the interview panel does not constitute a job offer. The process continues after the interview and includes clearance checks such as references, Garda clearance, overseas police clearance (if applicable)*, occupational health clearance, validation of qualifications and experience. A job offer is made pending satisfactory clearances. SVUH reserves the right to remove candidates from specific recruitment panels and retract job offers if satisfactory clearances cannot be obtained or are deemed unsatisfactory.

** If you lived in any country for 6 months or more from the date of your 16th birthday other than the Republic of Ireland or Northern Ireland you will be required to provide security clearance for each jurisdiction in which you have resided. Your security clearance must be dated AFTER you left that country and cover the entire period of your residence. Seeking security clearances from other countries are the responsibility of the candidate. It is a process which can take an amount of time. Therefore we would strongly advise that you commence seeking international security clearances now.*

For some recruitment competitions a panel of successful candidates may be formed as a result of the interviews. Candidates who obtain a place on the panel may, (within the life of the panel), be considered for subsequent approved vacancies. Candidates are placed on a panel in order of merit. A panel is typically live for 6 months.

It is normal procedure that candidates be placed on the first point of the relevant salary scale in accordance with the Department of Finance guidelines.

Declaration: Please read your application carefully and check for any errors or omissions. False declaration or omission in support of your application will disqualify you from appointment.

This document must be regarded as an outline of the major areas of accountability at the present time, which will be reviewed and assessed on an on-going basis.

Date: August 2025

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