

## **Job Description and Person Specification**

### **ICT Service Desk Manager Grade VII Officer**

**Permanent Vacancy**

**Reference: HR25E287**

**Closing Date for Applications: Wednesday, 7<sup>th</sup> January 2026**

**In-person Interview Date: Tuesday, 27<sup>th</sup> January 2026**

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

Contact: 01 221 6023 or [recruitment@svuh.ie](mailto:recruitment@svuh.ie)

## **Philosophy, Mission and Values of the Hospital**

### **Philosophy**

The philosophy of St Vincent's Healthcare Group is based on that of the Religious Sisters of Charity. The principles are observed in the treatment and care of patients, in dealings with staff and are based on the core values.

### **Mission**

The Values underlying the philosophy of St. Vincent's Healthcare Group in relation to our care of patients and staff are those of human dignity, compassion, justice, quality and advocacy, which are based on the mission and philosophy of the Religious Sisters of Charity, our shareholders. We strive to maintain excellence in clinical care, education and research. We will continue to develop the Healthcare Group in line with the above principles and with our responsibilities to the wider Irish healthcare system.

### **Core Values**

Human Dignity, Compassion, Justice, Quality and Advocacy

### **Overview:**

The ICT Service Desk Manager will assist the ICT Services Manager in the management of the day-to-day ICT Helpdesk function of the ICT Department. They will oversee day-to-day helpdesk operations and ensure adherence to SLAs and implement and monitor helpdesk policies, workflows, and escalation procedures. They will also have the responsibility for overseeing the management and performance of the telephony/switchboard team.

**Job title / Grade:** ICT Service Desk Manager/ Grade VII

**Reports to:** ICT Services Manager

### **Key Duties and Responsibilities:**

#### **Service Desk Leadership**

- Manage the day-to-day operations of the ICT Helpdesk, ensuring high-quality first-line support.
- Supervise and mentor Helpdesk technicians providing coaching, workload management, and performance reviews.
- Maintain ICT service performance metrics, including response times, resolution rates, and customer satisfaction.
- Prioritise and triage incidents in line with clinical risk, business impact, and established escalation procedures.
- Develop Helpdesk knowledge base articles, support notes, standard operating procedures (SOPs), and troubleshooting guides.
- Oversee the logging, tracking, and resolution of incidents, problems, and service requests using ITSM tools.
- Produce weekly and monthly Helpdesk performance reports.

- Coordinate escalations to second and third-level, external vendors, and national HSE teams as required.
- Contribute to ICT budgeting for Helpdesk tools, staffing, and equipment.
- Participate in hospital digital transformation, cybersecurity initiatives, and business continuity planning.
- Drive continuous improvements in Helpdesk workflows, automation, and staff skill development.
- Monitor repeated issues and contribute to root-cause analysis and long-term fixes.
- Ensure critical IT and telephony issues are communicated promptly to clinical and management teams.

### **Management Support**

- Assist the ICT Services Manager in:
  - Managing the day-to-day operations of the ICT Function.
  - Anticipating the impact of change and manage the organisation through periods of transition.
  - Appraising opportunities of the application for new technology.
  - Defining and monitoring of key performance indicators where appropriate.
  - Planning and initiating continuous service improvement initiatives such as the delivery of new and enhanced operational and support tools.
  - Contribute to hospital-wide business planning through maintaining a pro-active role in business analysis and in communicating appropriate solutions to business users.
  - Supplier management including quotations, delivery of products and services and dealing with any issues that may arise, sourcing alternative suppliers and dealing with disputes.
  - Keeping abreast of emerging trends in technology and their potential implications on the Hospital's goals and objectives.
  - Support the effective management and operations of the telephony and switchboard team.

### **Project Management**

- Support the ICT Services Manager in planning and executing projects and developments.
- Coordinating service transition activities with the Project Management and the service desk.
- Provide initial support in response to operational incidents and errors detected within a new or changed service.
- 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 issues relating to the timely implementation of ICT projects.
- Support the project team in managing technical aspects of the supplier relationship.

- Work in partnership with the Telephony Manager and vendors to ensure efficient delivery of telephony upgrade projects.

### **Operations support**

- Plan and manage ICT infrastructure and systems initiatives and projects as required.
- Coordinating service transition activities with the Service Desk and Project Management.
- Technical advisory on major application installs and deployments.
- Maintain efficient project documentation and ensuring the appropriate process documentation is available and current.
- Assist with the planning of release of new and enhanced systems including method of deployment within the ICT department and telephony projects.
- Assisting the Operations team in the resolution of serious incidents.

### **Other**

- 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.
- Bring to management attention any issues relating to the safe and efficient use of systems.
- Any other duties within the broad context of this role as determined by the ICT Services Manager.

### **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.

**The above Job Description is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post while in office. 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.**

**The Hospital Structure is currently under review and therefore, reporting relationships may change.**

### **Informal Enquiries or Role Specific Enquiries:**

Mr Paul Birmingham, ICT Services Manager email: [p.birmingham@svhg.ie](mailto:p.birmingham@svhg.ie)

## Person Specification

Factors	Essential	Desirable
<b>Qualifications</b>	Third Level I.T. Qualification	Degree or diploma in Computing or similar related qualification  ITIL or other service management qualification
<b>Experience (length and type)</b>	Minimum 5 years' experience in a technical role.  IT projects management experience.  Working knowledge of Health ICT. Systems deployment and change management experience.  Problems resolution.  Experience of working on own initiative but in cooperation with management.  Supplier management experience.	
<b>Core Competencies</b>	<ul style="list-style-type: none"> <li>• Keeps themselves and others informed on progress through regular review meetings and updates</li> <li>• Takes responsibility for the achievement of personal and staff deadlines</li> <li>• Devotes energy and time to the most important task at any given time</li> <li>• Gathers information from enough sources and other people to make well founded decisions</li> <li>• Takes information on board quickly and accurately</li> <li>• Uses experience to generate a number of possible alternatives</li> <li>• Communicates decisions comprehensively and ensures that the team understands how to action them</li> <li>• Makes decisions and solves problems in a timely manner before they accumulate</li> <li>• Recognises when it is appropriate to refer decisions to a higher level of management</li> <li>• Treats staff in a fair and equitable manner</li> <li>• Is approachable and available for advice and support</li> <li>• Tackles performance problems in a timely and constructive manner</li> </ul>	

Factors	Essential	Desirable
	<ul style="list-style-type: none"> <li>Clearly and concisely communicates the intended message to the audience</li> <li>Describes complex information in simple terms, avoiding unnecessary jargon</li> <li>Actively listens to others, using questions to check understanding</li> <li>Facilitate two-way communication up and down the hierarchy</li> <li>Works as part of the team to establish a shared sense of purpose and unity</li> <li>Demonstrates a willingness to become involved and help team members if they are under pressure</li> <li>Reacts constructively to setbacks and avoids blaming individual members</li> <li>Shares own experience and provides coaching to increase competence</li> <li>Clearly accepts responsibility for standards of work and performance in their area</li> <li>Takes the initiative to make their area successful and progressive</li> <li>Puts problems into perspective and manages not to become overwhelmed by them</li> <li>Responds calmly to feedback from colleagues or service-users</li> <li>Perseveres despite setbacks and ensures that goals are achieved</li> <li>Embraces change by being enthusiastic and flexible to new ideas. Empowers the team to make improvements</li> </ul>	
<b>Health</b>	Candidates for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.	
<b>Character</b>	Candidates for and any person holding the office must be of good character.	

## Particulars of Office:

**The appointment is:** Wholetime, Permanent, Pensionable.

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

**Annual Salary:** Grade VII Officer (0582), 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 LSI	€78,015 LSI

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. 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.

### Hygiene:

During the course of employment staff 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 wellbeing 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 of 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://www.stvincents.ie/ProtectedDisclosures)

**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](http://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](http://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 stage of the recruitment process.

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. Interviews are held in person only, no subsequent or alternative dates to dates given will be offered to candidates. All interviews are held in the HR Department of St. Vincent's University Hospital, Elm Park, Dublin 4 unless it is specifically noted otherwise in the Job Description. 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 16<sup>th</sup> 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.**

**December 2025**