



Job Description and Person Specification

ICT Operations and Services Manager (Grade VIII)

Full-Time Permanent Vacancy

Reference: HR26E036

Closing Date for Applications: Tuesday, 17th February 2026
In-person Interview Date: TBC

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

Contact: +353 (1) 221 6062 or recruitment@svuh.ie

Job title / Grade: ICT Operations and Services Manager (Grade VIII Officer)

Reports to: Director of ICT

Overview:

Applications are invited for the position of ICT Operations and Services Manager within the ICT Directorate. This is an exciting opportunity to work in a largescale Health ICT environment on leading-edge infrastructure, projects and systems. This role is a key member of the ICT management team who will lead the directorate in delivering technology to support the Hospital in delivering optimal outcomes for our patients. The role requires hands-on experience in managing and supporting technical systems and infrastructure. The successful candidate will play a lead role in leading a team of IT specialists, continuously developing the ICT Services Management function and leveraging our ICT resources to maximise the capability of the Hospital.

Key Duties and Responsibilities:

ICT Service Management:

- Responsible for leading and managing the day-to-day ICT operations function and ICT service desk (e.g. incident management, problem management, event management, access management and request fulfilment) to ensure a customer centric approach to service delivery.
- Provide effective leadership to the ICT team to ensure delivery of service objectives.
- Responsible for fostering a culture of collaboration and teamwork which will foster motivation and commitment.
- Assess in conjunction with the Director of ICT and the HR Department, staff training and development needs and put plans in place to address these needs.
- Proactively anticipate the impact of change and manage the organisation through periods of transition.
- Set and achieve user-driven standards of operational performance for applications and facilities performance.
- Develop and implement effective operational performance measures.
- Ensure compliance with the hospital standards and guidelines, identifying gaps and coordinating the creation of application of appropriate documents for approval.
- Liaise with ICT team members and colleagues to ensure synergy throughout the healthcare group.
- Keep abreast and informed of relevant data protection legislation and in conjunction with the ICT management team ensure a proactive adherence to same.
- Manage internal and external audits of the ICT function including the evaluation and implement findings and recommendations.
- Provide effective leadership and management of ICT Operational services and telephony department, which enables staff to perform to their full potential.

ICT Policy and Strategic Planning:

- Analyse, interpret and effectively communicate technical information and concepts to Hospital management and staff.
- Support the development and implementation of an appropriate systems life-cycle management methodology which will provide the hospital with optimum flexibility, consistent with its investment guidelines.
- Assist the Director of ICT in developing, managing and reviewing the strategic direction of the ICT function in support of the hospital's needs and strategic objectives.
- Contribute and advise on the overall St Vincent's Healthcare Group strategy in the context of ICT as a support function, as required.
- Keep abreast of emerging trends in technology and their potential implications on the Hospital's goals and objectives.
- Contribute to hospital-wide business planning through maintaining a pro-active role in business analysis and in communicating appropriate solutions to business users.
- Secure an appropriate level of user ownership and participative management of the planning process.

Technical Infrastructure & Systems:

- Ensure the provision of the required ICT functionality, software & hardware, in an effective, efficient, secure and cost conscious manner.
- Manage network workplace and hardware infrastructure in an expanding managed service environment.
- Manage the IT Operations function which includes:
 - Maintaining a stable systems environment
 - Ensuring adequate capacity and availability relevant to business demands for such as SAN storage, the network, physical and virtual servers
 - Guaranteeing quality of service to key systems
 - Providing stable fast and effective network communication across the Hospital Group and to external agencies.
 - Monitoring performance of ICT infrastructure- (Severs Physical and Virtual) SAN storage, Applications, LAN/WAN, desktop PCs, Printers and miscellaneous technologies.
 - Building and maintaining a secure environment
- Ensure the integrity of the hospital's technical infrastructure and systems architecture.
- Evaluate and report on the effectiveness of the current ICT architecture compared to possible alternatives as required.
- Ensure adequate backup and recovery strategies and systems are in place and reviewed regularly.
- Manage, evaluate and ensure security concerns for the organisation are addressed, e.g. anti-virus, firewall configuration, internal and external penetration testing and user access controls / user account management.
- Prepare and manage an electronic audit trail plan.

- Manage and optimise the hospital's telephony infrastructure including PBX, SIP, VoIP etc and mobile devices.
- Work closely with Information Security Manager, SOC and SIEM services and act on his behalf if required.

Operational Risk & Quality:

- Maintain and develop the system requirements to ensure that operational risk is managed to the level required by the hospital's policies and procedures.
- Contribute to the development and enhancement of the hospital's policies and procedures manual(s), in particular on risk management within the context of the system's infrastructure.
- Project manage the development, rehearsal, enhancement and maintenance of business continuity plans / disaster recovery policy.
- Promote a quality & risk management culture in information systems delivery through the development of appropriate quality & risk strategies and systems, supported by 'best practice' tools, methodologies and performance measures.
- Implement and maintain information security requirements in alignment to Group requirements.
- Bring to management attention any issues relating to the safe and efficient use of systems.

Resource Management:

- Assist in the management of annual departmental budgeting, expenditure control, cost containment/reduction.
- Manage technology cost through rigorous business case development and the measurement of outcomes.
- Negotiate systems enhancement priorities with users and promote user understanding and ownership of resource allocations as agreed with management.
- Define key performance indicators where appropriate and continuously monitor performance.
- Negotiate cost effective solutions with user groups as appropriate.
- Develop and evaluate strategic ICT business cases / investment options.
- Communicate investment options / business cases to users and executive management with appropriate recommendations.

Service Providers and Relationship Management:

- Manage, monitor and review the relationships with service providers and ensure that high levels of service are received and maintained.
- Manage and review current agreements and identify and negotiate new solutions as required.
- Procure ICT hardware, software, licences and external support services ensuring quality, standards and objectives are achieved.

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 Reno Jacob, Director of ICT, E-mail rjacob@svhg.ie

Person Specification

| Factors | Essential | Desirable |
|-----------------------|--|--|
| Qualifications | Have a third level qualification in ICT, data, computer science or related discipline. | ITIL or equivalent standard Certified training courses in ICT Operations / Service Management |

| Skills, Competencies and / or knowledge | |
|--|--|
| Professional Knowledge | <p>Professional Knowledge & Experience</p> <ul style="list-style-type: none">• Excellent Technical Knowledge.• Knowledge and experience of strategic management skills including service planning, managing own work and that of others, delegating appropriately within the resources available.• Knowledge and experience working with stakeholder teams having competing objectives, priorities and methods.• Excellent knowledge on SAN, VMware, M365, Networks, Firewall and Telephony• Experience participating in challenging situations.• Knowledge and understanding of the health service and the issues in implementing ICT enabled change.• Knowledge and understanding of vendor management.• Excellent ICT and technical report writing skills. <p>Communication and Interpersonal Skills</p> <ul style="list-style-type: none">• Excellent communication and interpersonal skills with an ability to engage effectively with a wide range of stakeholders• The ability to present information clearly, concisely and confidently when speaking and in writing tailoring to meet the needs of the audience |

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| | <ul style="list-style-type: none"> • The ability to build and maintain relationships with colleagues and other stakeholders to assist in performing the role <p>Team and Leadership Skills</p> <ul style="list-style-type: none"> • Experience in managing and leading a team • Experience of working as part of a team with a mixed programme of work. • The ability to work with multi-disciplinary team members and stakeholders to facilitate high performance, developing and achieving clear and realistic objectives • The ability to lead the team by example, coaching and supporting individuals as required • The ability to address performance issues as they arise • Flexibility and willingness to adapt, positively contributing to the implementation of change <p>Evaluating Information, Problem Solving & Decision Making</p> <ul style="list-style-type: none"> • Effective problem-solving capacity in complex work environments • The ability to quickly grasp and understand complex issues and the impact on service delivery • The ability to gather and analyse information from relevant sources, weighing up a range of critical factors to develop solutions and make decisions as appropriate • The ability to make sound decisions with a well-reasoned rationale and to stand by these • A capacity to develop new proposals and put forward solutions to address problems in a timely manner <p>Planning and Organising Skills</p> <ul style="list-style-type: none"> • The ability to implement and manage change and business processes • The ability to manage deadlines and effectively handle multiple tasks within a busy environment • Strong planning and organising skills including awareness of resource management and the importance of value for money • The ability to use computer technology effectively for the management and delivery of results • The ability to take responsibility and be accountable for the delivery of agreed objectives • A logical and pragmatic approach to workload, delivering the best possible results with the resources available <p>Commitment to providing a quality service</p> <ul style="list-style-type: none"> • Evidence of incorporating the needs of the service user into service delivery • Evidence of proactively identifying areas for improvement and the development of practical solutions for their implementation |
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| | <ul style="list-style-type: none"> • Evidence of practicing and promoting a strong focus on delivering high quality customer service for internal and external customers • A commitment to continuing professional development |
| Health | 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. |
| Character | Candidates for and any person holding the office must be of good character. |

Particulars of Office:

The appointment is: Whole time, 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 VIII (0655) as at 01/08/2025, pro rata.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|---------|---------|---------|---------|---------|---------|---------|
| €82,258 | €82,997 | €86,243 | €89,502 | €92,736 | €95,983 | €99,213 |

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://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 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 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.

January 2026