

## **Job Description and Person Specification**

### **Grade VI Officer – Network Operations Technician**

**Permanent Vacancy**

**Reference: HR26E056**

**Closing Date for Applications: Friday, 27<sup>th</sup> February 2026**

**In Person interview Date: Tuesday, 24<sup>th</sup> March 2026**

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

**Job title / Grade:** Grade VI Officer – Network Operations Technician

**Reports to:** ICT Services Manager

**Key Duties and Responsibilities:**

The primary duty of this role is to provide second level support all networking systems, including installation, configuration and maintenance of these systems. Tracking resolving and administration of security incidents. Carrying out network related tasks as assigned by the Senior Network Engineer and ICT Services Manager. This role also assumes responsibility for mentoring and coaching less experienced IT engineers.

**Specific Duties and Responsibilities:**

**The holder of this position will carry out the following duties and responsibilities:**

**Main Duties**

- Assist senior network engineer with the management of the SVHG network including LAN switching technologies, wireless system and campus firewalls.
- Monitor network performance and escalate issues promptly.
- Support patching and firmware updates under supervision.
- Provide technical support for network upgrade projects (e.g., access switch modernisation, wireless enhancements).
- Assist with documentation of network changes and configurations
- Technical lead of major application installations
- Level 2 Helpdesk support
- Assist in coordinating with external vendors for network services and troubleshooting
- Liaising with Third party SOC/MDR service
- Resolving and tracking security incidents
- Other duties assigned by The ICT Services Manager
- 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.

**Additional duties**

- 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

**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  
p.birmingham@svhg.ie

### Person Specification

Factors	Essential	Desirable
Qualifications	<p>i) Have satisfactory experience as a Clerical Officer in the HSE, TUSLA, other statutory health agencies, or a body which provides services on behalf of the HSE under Section 38 of the Health Act 2004</p> <p><b>Or</b></p> <p>(ii) Have obtained a pass (Grade D) in at least five subjects from the approved list of subjects in the Department of Education Leaving Certificate Examination, including Mathematics and English or Irish<sup>1</sup>. Candidates should have obtained at least Grade C on higher level papers in three subjects in that examination.</p> <p><b>Or</b></p> <p>(iii) Have completed a relevant examination at a comparable standard in any equivalent examination in another jurisdiction</p> <p><b>Or</b></p> <p>(iv) Hold a comparable and relevant third level qualification of at least level 6 on the National Qualifications Framework maintained by Qualifications and Quality Ireland, (QQI).</p>	<p>Degree or diploma in Computing or similar related qualification</p> <p>Network + CCNA CCNP CCIE PCNSE Or equivalent professional qualification.</p>
Experience (Please state length and type)	Minimum 2 years recent (within the last 3 years) experience in ICT helpdesk/operations role	Experience in working in a Health based organisation or an organisation very high systems availability is required.

Factors	Essential	Desirable
	<p>Minimum 1 years' experience with basic network management</p> <p>Experience working with Cisco OS, Aruba CX or equivalent.</p> <p>Experience of working on own initiative but in cooperation with management</p> <p>IT projects management experience.</p> <p>Candidates must possess the requisite knowledge and ability, including a high standard of suitability, for the proper discharge of the office.</p>	<p>Experience with firewall management and support.</p> <p>Experience with Network Access Control technologies</p> <p>WLAN management experience</p> <p>Network Security management experience</p> <p>Windows Server support experience</p> <p>Experience working with SAN technology</p> <p>Experience in liaising with Third party SOC &amp; SIEM</p>
Core Competencies	<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> </ul>	

Factors	Essential	Desirable
	<ul style="list-style-type: none"> <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> <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>	

Factors	Essential	Desirable
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:** Wholetime, Permanent, Pensionable

A panel may be formed to fill future permanent & temporary vacancies.

**Annual Salary:** per annum pro rata (01/02/2026) Grade VI Officer Scale (Clerical)

57,898	59,278	60,963	64,126	66,017	<b>68,372 LSI</b>	<b>70,734 LSI</b>
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These particulars are subject to change in line with overall public pay policy.

Please Note: 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:** Whilst the hours of this post are primarily 9-5 Mon- Fri, you may be required to work additional hours outside of this due to normal or exceptional operational requirements.

**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 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](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.

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.

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, 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.

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: February 2026**