



Candidate Information Booklet

Technical Support Technician

in the

Institute of Public Administration

Closing date: Tuesday, 22nd April 2025 @ 1pm

Interviews due to take place week commencing 28th April & 5th of May 2025 (Subject to change)



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About the IPA

The Organisation

Founded in 1957, the Institute of Public Administration (IPA) is a leading provider of education, professional development and advisory services for the public sector in Ireland. Its objective is to advance the understanding, standard and practice of public administration and public policy. The IPA is a recognised college of the National University of Ireland.

What we do

The Institute of Public Administration (IPA) is Ireland's only public service development agency focused exclusively on public sector development. It delivers its service through:

- Education and Professional Development: building people's capability to meet current and future challenges.
- Advisory and Consultancy: solving problems and helping plan and shape the future.

We are proud of our distinct mission and role in the provision of Education, Professional Development, Consultancy and other services for the wider public sector both in Ireland and abroad.

Our blend of experience, skills and knowledge of the public sector allows us to offer a wide range of bespoke services which meet our clients' needs precisely and effectively and whilst our services are delivered mainly to clients in the Irish public service, we have a strong reputation and demand for our services internationally also.

Find out more about the IPA at: www.ipa.ie.

Why consider a role in the IPA

If you are looking for a career where you can make a real difference, with the potential for enormous personal satisfaction, then we urge you to consider a role with the Institute of Public Administration. If you are working in a governance-related post, you enjoy variety within your role, you get satisfaction from your client's successes and you want to be part of a strategy for developing better public services, then we would love to hear from you.

We make a difference, and we are proud of what we do. The Institute is involved in every part of the public service and our role is exciting and varied. If you're ready to join us, to be challenged, and to grow professionally, then consider a role with the Institute of Public Administration.

What we offer

Competitive salary (IPA Grade 5)	Starting salary €41,017 per annum. Rising to €56,900 (10-point salary scale, the top 2 points are long service increments). Annual increase subject to satisfactory performance. Additional pay increases in line with national pay agreements (1% August 2025). Prior public sector experience will be taken into consideration in determining starting salary.
Holidays and Leave	26 days annual leave. Hybrid working – up to 2 days working from home subject to operational demands. The Institute currently has a flexible working hour attendance scheme in operation.
Central location	Based in Lansdowne Road, Dublin 4 beside dart station. Premises subject to relocation to central city-centre office in 2025 (estimate).
Pension	Career-Average Defined Benefit Pension Scheme. Retirement benefits are mainly based on a percentage of your pensionable earnings throughout your public service career (Single Pension Scheme for Public Servants). Prior public sector employees (pre-2013) will be entered on to the IPA superannuation scheme.
Staff Development	Support for professional development programmes, to assist in developing skills and expertise.
Benefits	Permanent contract. Employee supports including Employee Assistance Programme, Tax-free travel pass, Bike-to-work scheme.

Job Description

Title: Technical Support Technician

Grade: Grade 5

Reports to: IT Support Desk Manager

Job Function: To support the ICT team in the provision of onsite IT systems administration including technical support of the Institutes' IT infrastructure and its internal and external customers.

Management of desktops, laptops and mobile devices, servers, networks, IT security systems and other critical components of the IT infrastructure.

Responsibility for executing appropriate ICT policies for businesses and ensure compliance of all systems in relation to current data regulation and industry best practice.

Key Tasks:

- Technical support to local and remote users.
- Manage user accounts in all IT systems. (Student account and supports)
- Maintaining and troubleshooting Windows hardware, software and & Office365.
- Technical support of Audio Visual and online classroom equipment.
- Management of incoming requests and incidents via ticketing system
- Ensure all IT Support tickets are responded to in a timely manner and all actions taken are documented.
- Deploy and maintain all Windows & Mac operating systems on laptops and desktops.
- Maintain knowledge base articles.
- Administration of Active Directory, Office 365 and Microsoft Exchange server (Mailbox, Distribution Groups, Resource administration)
- Management of hardware inventory.

About the ideal candidate

Qualifications	<ul style="list-style-type: none">• Up-to-date IT industry accredited qualification (essential).
Knowledge	<ul style="list-style-type: none">• An understanding of the role and objectives of the Institute.• Strong systems knowledge.
Experience	<ul style="list-style-type: none">• At least two-year's proven experience as a System Administrator, Network Administrator or similar role (essential).• Proven experience of working within a service management environment (essential).

	<p>Experience in some or all of the following is essential:</p> <ul style="list-style-type: none"> • Managing the Microsoft O365 Environment. • Windows BI. • MS SharePoint. • Networks (LAN, WAN). • Patch management system. • Hyper V Infrastructure. • Back-up Systems, Firewall Security Software. • Windows Server environment including MS Exchange. • MS Office Suite including Office 365. • Experience in the Audio Video field is desirable.
Skills	<ul style="list-style-type: none"> • Excellent interpersonal and analytical skills.
Personal attributes	<ul style="list-style-type: none"> • An enthusiastic approach to problem solving at all levels. • Strong technical aptitude. • An ability to work as part of a team. • Dynamic, adaptable and flexible.
Health	<ul style="list-style-type: none"> • Each candidate shall be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

General Conditions

This position will be filled on a permanent, contract or secondment basis. While the position is Dublin based a considerable amount of our work is delivered in client organisations throughout Ireland and abroad on occasions. Members of the staff of the Institute may be required to attend meetings and other functions on occasions outside normal working hours.

Working hours:

Due to the nature of the support, the technician will be required to work onsite in our premises in Dublin. The IPA operates all year round on a standard academic calendar. During the academic cycle, onsite support is required for evening and weekend lectures. The Technician will be required to work a 35-hour week, on a rota basis, to cover these core hours

Our Values

Character: Each candidate must demonstrate commitment to the IPA values:

- Integrity;
- Client-Centred and Responsive;
- Openness and Accountability;
- Trust and Respect;
- Innovation and Learning;
- Research-Led;
- Practice-Led.

Our commitment to supporting our Staff

The Institute is committed to embracing opportunities for blended working, to build a dynamic, agile and responsive organisation while sustaining strong standards of performance and high levels of productivity.

A healthy work-life balance is important to us and we recognise this by offering a comprehensive range of work-life balance options and a wide variety of special leave options.

We provide access to the Cycle to Work Scheme and the Tax Saver Scheme and we have a staff wellbeing and employee assistance programme.

We are committed to providing ongoing learning and development opportunities so that you can develop to your full potential. Staff are actively encouraged to pursue further education opportunities.

Our commitment to Diversity and Inclusion

As an equal opportunity employer, we are committed to implementing equal opportunities in all our employment policies and procedures.

The Institute of Public Administration values and welcomes diversity and is committed to creating a truly inclusive workplace. We aim to develop colleagues to enable them to make a full contribution to meeting the Institute's objectives, and to fulfil their own potential on merit.

We welcome and encourage job applications from candidates of all backgrounds.

Principal Conditions of Service

Remuneration

The salary scale for this position ranges from €41,017 to €56,900 (10 point scale, the top 2 long service increments) per annum pro rata.

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

Different pay and conditions may apply if, immediately prior to appointment the appointee is already a serving Civil Servant or Public Servant.

Subject to satisfactory performance, increments may be payable in line with current government policy.

Tenure

This role is offered on a permanent basis. A secondment arrangement may be considered on request from another Public Sector organisation.

Location

While the position is Dublin based, a considerable proportion of our work is delivered in client organisations throughout Ireland, and abroad on occasions. Members of the staff of the Institute may be required to attend meetings and other functions on occasions outside normal working hours.

Hours of Attendance

Hours of attendance will be as fixed from time to time but will not amount to less than 35 hours per week. The successful candidate will be required to work such additional hours from time to time as may be reasonable and necessary for the proper performance of their duties subject to the limits set down in the working time regulations.

The Institute operates a formal Blended Working model based on service/business requirements.

The Institute currently has a flexible working hour attendance scheme in operation.

Annual Leave

The Annual Leave allowance for this position is 26 days. This allowance is subject to the usual conditions regarding the granting of annual leave in the Institute, is based on a five-day week and is exclusive of the usual public holidays.

Sick Leave

The rate of pay during properly certified sick absence, provided there is no evidence of permanent disability for service, will apply on a pro-rata basis, in accordance with the provisions of the Civil & Public Service sick leave circulars.

Safety & Welfare

The holder of the post shall co-operate with the terms of the Institute's Safety Statement. They shall familiarise themselves with the safety rules and procedures and adhere to same.

Training

It is a condition of employment that successful candidates will be required to participate in training programmes relevant to the skills necessary for the performance of the duties attaching to the post.

Superannuation Contribution

Membership of the Single Public Service Pension Scheme is compulsory for all employees except where there is membership of pre-existing public service superannuation scheme. Details will be provided to the appointee prior to appointment.

For new entrants under the Single Public Service Pension Scheme, effective from 1st January 2013, superannuation contributions are as follows: 3.5% of net pensionable remuneration and 3% of pensionable remuneration. Pension and retirement lump sum will be based on career-average pensionable remuneration; pensions will be co-ordinated with the State Pension Contributory.

Additional Superannuation Contribution

This appointment is subject to the Additional Superannuation Contribution (ASC) in accordance with the Public Service Pay and Pensions Act 2017. Note; ASC deductions are in addition to any pension contributions (main scheme and spouses' and children's contributions) required under the rules of your pension scheme.

Important Notice

The above represents the principal conditions of service and is not intended to be the comprehensive list of all terms and conditions of employment which will be set out in the employment contract to be agreed with the successful candidate.

Confidentiality

All enquiries, applications and all aspects of the proceedings relating to recruitment and selection are treated as strictly confidential and are not disclosed to anyone outside those directly involved in the recruitment process.

Freedom of Information

Candidates can expect that all enquiries, applications and all aspects of the proceedings are treated as strictly confidential subject to the provisions of the Freedom of Information Act, 2014.

Eligibility to Compete

Candidates must, by the date of any job offer, be:

- A citizen of the European Economic Area (EEA). The EEA consists of the Member States of the European Union, Iceland, Liechtenstein and Norway; or
- A citizen of the United Kingdom (UK); or
- A citizen of Switzerland pursuant to the agreement between the EU and Switzerland on the free movement of persons; or
- A non-EEA citizen who is a spouse or child of an EEA or Swiss citizen and has a stamp 4 visa; or
- A person awarded international protection under the International Protection Act 2015 or any family member entitled to remain in the State as a result of family reunification and has a stamp 4 visa; or
- A non-EEA citizen who is a parent of a dependent child who is a citizen of, and resident in, an EEA member state or Switzerland and has a stamp 4 visa.

Application & Selection

Before you proceed

Before proceeding with this phase of the selection process you should satisfy yourself that you meet the education & experience criteria for the post as set out in this booklet.

Communications

Conscia will contact you when necessary, at each stage of the competition by email. You should only submit one email address for all correspondence in relation to this competition.

It is important to note that the email address you provide when applying must be one that you can access at all times. The onus is on the applicant to inform Conscia of

any change in email address throughout the recruitment and selection campaign. This can be done by emailing ipa@consciatalent.com. The onus is also on each applicant to ensure that they are in receipt of all communication from Conscia. Conscia does not accept responsibility for communications not accessed or received by an applicant.

How to apply

Please complete the eligibility form (named application form) and upload it along with your CV via the IPA application portal at <https://www.consciatalent.com/ipajobs> - CV's unaccompanied by the eligibility form will not be considered.

Closing date for applications is Tuesday 22nd of April 2025 at 1pm (Irish time).

Any queries should be directed to ipa@consciatalent.com

When outlining your application, accuracy is essential. The information you supply in your application will play a central part of the selection process. If you do not receive an acknowledgement of receipt of your application, please check your junk/spam folders as email notifications may be filtered here.

Selection Process

This will take the form of either a desktop shortlisting process based on the information contained in the applications submitted or a shortlisting interview.

Where, by reason of the number of persons seeking admission to the competition and the standard of knowledge, training or experience in general of such persons, the Institute considers that it would be reasonable not to admit all the persons to the competition, the Institute may admit to the competition only persons who appear likely to it to attain in the competition a standard sufficient for selection and recommendation for appointment.

The information you supply in your application will play a central part in the shortlisting process. The Institute's decision to include you on the shortlist of candidates going forward to the next stage of the process may be determined based on this information.

Interview

You will be contacted in relation to any interview dates and times. You may also be contacted in relation to the requirement to complete an on-line questionnaire should this be included in the selection process. The onus is on you to attend for interview on the dates and times allocated. Alternative dates and times cannot be facilitated. When attending for interview you are requested to bring photographic identification.

The interview is your opportunity to give evidence of your knowledge, skills and experience and the Institute's opportunity to assess your suitability for the role as advertised.

The admission of a person to a competition, or invitation to attend an interview, is not to be taken as implying that the Institute is satisfied that such person fulfils the requirements of the role or is not disqualified by law from holding the position and does not carry a guarantee that your application will receive further consideration. It is important therefore for you to note, the onus is on you to ensure that you meet the eligibility requirements for the competition before attending for interview.

The Institute may at its discretion require candidates to attend a preliminary interview in which case admission to the competitive interview would be conditional on candidates reaching such a standard as the Institute considers appropriate in the preliminary interview.

Interviews shall be conducted by Board(s) set up by the Institute. The Board(s) will assess the merits of candidates (except insofar as they are assessed otherwise) in respect of matters referred to in the prescribed qualifications and any other relevant matters. Only candidates who reach such a standard as the Institute considers satisfactory in the competitive interview shall be considered for selection and placed on a panel. The onus is on all applicants to make themselves available for interview.

The Institute reserves the right to vary the number and sequence of each stage of the selection process as the competition progresses

Panels

A panel may be formed on the basis of the outcomes of the selection process. Placement on any panel from this competition is no guarantee that a position will be offered. The selection process will not be concluded until such time as references have been sought and clearance checks, i.e., occupational health, and verification of education qualifications, have been carried out.

Offer of Appointment

The Institute shall require persons to whom an appointment is offered to take up such appointment within a period of not more than one month, or as agreed. If they fail to take up the appointment within such period, or such longer period as the Institute in its absolute discretion may determine, the Institute may not appoint them.

Probationary Period

All new employees are required to satisfactorily complete a probationary period, in accordance with the 'Terms and Conditions of Employment' in their employment contract. Employees will be required to serve an initial probationary period. During this period, the employee's performance on the job and potential abilities are evaluated to determine suitability for the position. At the end of this

probationary period, a formal assessment will be carried out by the employee's line manager, resulting in a decision on whether the employee has completed their probation satisfactorily.

Deeming of candidature to be withdrawn

Candidates who do not complete and submit any assessments before the specified date or do not attend/undertake any stage of the selection process as requested or do not furnish such evidence as requested in regard to any matter relevant to their candidature, will have no further claim to consideration.

Data Protection

The General Data Protection Regulation (GDPR) came into force on the 25th May 2018, replacing the existing data protection framework under the EU Data Protection Directive. The personal information (data) collected on the application form, including any attachments, (which may include the collection of sensitive personal data) is collected for the purpose of processing this application and any data collected is subject to the regulations.

Candidates should note that canvassing will disqualify.

The Institute will not be responsible for refunding any expenses incurred by candidates.

The Institute is committed to a policy of equal opportunity.