



The Competition and Consumer Protection Commission (CCPC).

Candidate Information Booklet

Job Title: ICT Executive
Grade: Executive Officer (EO)
Closing date: 12 noon, Friday, 5 July 2024



The Competition and Consumer Protection Commission (CCPC):

The Competition and Consumer Protection Commission (“CCPC”) is the statutory body responsible for enforcing competition and consumer protection law in Ireland. The CCPC’s broad mandate, covering all sectors of the economy, gives it a vital role in ensuring that markets work better for consumers.

We are governed by an Executive Chairperson and three Commission Members (“the Commission”). The Commission is responsible for the strategic and operational management of the organisation to deliver on our mission and meet our regulatory objectives.

Each Division of the CCPC is overseen by a Member of the Commission, led by a Divisional Director and managed by a senior management team from within the Division. We are staffed with people from a wide range of technical backgrounds, including economists, lawyers, digital forensic specialists, investigators, communications professionals and more.

You can read our [strategy statement](#) which outlines the vision, mission, values and goals of the CCPC. Further information on the work of the CCPC to be found at www.ccpc.ie.

General Information:

Job Title:	ICT Executive
Grade:	Executive Officer (EO)
Starting Salary:	<u>*€36,044</u> *Point of entry on this salary scale may differ from the minimum point of the scale if the successful candidate is a current public or civil servant.
Employing Authority:	Competition and Consumer Protection Commission (CCPC)
Office Location:	Bloom House, Railway Street, Dublin 1, D01 C576
Working Hours:	35 hours per week
Hybrid / Agile / Remote Working:	You will be required to attend the office at least 40% of your time and can avail of remote working up to 60% of your time, this is subject to business requirements. The CCPC generally operates on a fully remote basis during the month of August and fully remote over the Christmas period. This arrangement is subject to business requirements.
Closing Date:	12.00 pm, Friday, 5 July 2024
Annual Leave:	23 days
Tenure:	Wholetime, Permanent

Equal Opportunities

The CCPC is an equal opportunities employer. We are committed to championing an inclusive and diverse workforce that reflects modern Ireland and the people we serve. We strive to create a culture where everyone has equal access to opportunity and feels comfortable and confident to be themselves at work. Reasonable Accommodations will be provided, if required, during this process. To discuss and request reasonable accommodations in confidence please contact ccpccareers@cpl.ie

Division Overview

The Corporate Services Division is key to supporting the wider functions of the CCPC, providing strategic and operational corporate support and advice to the different business units of the CCPC to achieve the statutory goals and responsibilities of the organisation. The ICT Unit is a small and dynamic team within the Corporate Services Division with the responsibility for the successful delivery of ICT services (current and future) required by the CCPC.

The Unit is responsible for the operational management, maintenance, and development of the CCPC's network of PCs, Laptops and a backend infrastructure of 30 servers hosted in a virtualised VMware environment. Through a robust infrastructure the team is able to ensure the effective delivery of key ICT services to CCPC staff ensuring a customer focused approach at all times. The team is responsible for the successful delivery of ICT operational and infrastructure projects as mandated by the Commission and for the management of key third party service providers in areas such as ICT Helpdesk, managed print services and mobile voice and data services.

The Role:

The CCPC is a technology dependant agency in fulfilling its regulatory mandate and as such demands the highest standards in the design and delivery of its ICT infrastructure and services. Reporting to into ICT Manager level the ICT Executive will play a central role in ensuring the effective delivery of these services to CCPC staff and organisational stakeholders.

The Successful Candidate:

The ICT Executive is a key role in the team and the successful candidate will have:

- Excellent troubleshooting/problem solving skills.
- Excellent attention to detail
- Customer service orientation
- Possess an ability to follow/apply established processes and procedures.

In addition to the immediate appointment from this campaign, an order of merit may be established. This may be used to fill any future vacancies at the same level within this or other Divisions of the CCPC where roles have similar responsibilities and/or similar skills are required.

Key Responsibilities:

- Working with the CCPC's Managed Service providers to ensure the optimal delivery of all ICT services to CCPC staff including Microsoft 365 cloud services, file and print, email, Internet, mobile voice and data and desktop telephony services.
- Providing technical support for the CCPC's ICT infrastructure including networks, servers, desktop, Microsoft 365, laptop, and mobile systems.
- Reporting to ICT Operations Manager on helpdesk issues, resolution times, outstanding issues, etc
- Working with the other ICT unit managers and team members to ensure the effective and timely delivery of ICT services to CCPC employees and organisational stakeholders.
- Engaging with CCPC employees to understand issues and requirements and provide advice on solutions regarding installed applications and technology.
- Installing, configuring, testing, and documenting hardware, software and network components and solutions and ensuring adherence to security requirements and licensing compliance.
- Assisting with ICT procurement activity and ensure that all procurement complies with Office of Government Procurement (OGP) guidelines.
- Successfully delivering any ICT projects as designated by the ICT Operations Manager.
- Participate on relevant cross-Divisional projects when the need arises.
- Any other duties that may be assigned from time to time by the ICT Operations Manager

Essential:

- Relevant technical experience in an ICT support environment and/ or third level qualification in computing or information systems or related discipline.
- Excellent organisational skills to plan, manage and prioritise a varied workload.
- Demonstrated analytical and problem-solving skills, including the ability to work on one's own initiative.
- Ability to adapt to changing demands, manage competing priorities and meet deadlines.
- Good interpersonal, verbal, and written communication skills, particularly in building relations and influencing others.
- A demonstrable commitment to customer service
- Strong competency in the use of Microsoft Desktop Applications

Desirable:

- Demonstrable knowledge or experience in a number of the following areas and technical certifications in some or all of the following:
 - Configuration/administration in Microsoft 365 cloud services,
 - Active Directory,
 - Group Policies,
 - Exchange Server,
 - Desktop/Server OS,
 - SQL DBMS.
- Microsoft Systems, VMWare Esx, Networking, or ITIL/Project Management
- Configuration/administration of VMWare.
- Networks configuration/administration including LAN/WAN and Wi-Fi.
- Configuration/administration of backup and recovery systems including cloud backup systems.
- Configuration/administration of ICT security infrastructure including anti-virus solutions, firewalls and Mobile Device Management (MDM).
- Configuration/administration of CRM systems.
- Project management experience.
- Experience or knowledge of contracts/vendor management and Government procurement guidelines and procedures.
- Experience or knowledge of working as part of an IT Helpdesk team.

Application Process:

To apply for this role using the link on the CCPC [careers page](#), please submit an up-to-date CV. Applicants should note that canvassing will result in your exclusion from the process.

Shortlisting:

Shortlisting of candidates will be based on the information provided in their application. In order to satisfy the shortlisting panel, you need to clearly highlight within your application how your skills and experience meet the essential criteria. If this is not clearly displayed, it may prevent your application progressing to the shortlisting stage.

Interview Process:

There will be one interview for this role that are likely place mid-July. The CCPC will conduct competency style interviews based on the Executive Officer [competencies](#) below:

- 1) Teamwork
- 2) Analysis and Decision Making
- 3) Delivery of Results
- 4) Interpersonal and Communication Skills
- 5) Drive and Commitment
- 6) Specialist Knowledge

Full details of these competencies can be found on the [CCPC careers page](#)

To find out more about what it is like to work in the CCPC, FAQ's, terms and conditions and the benefits on offer, please visit our [CCPC careers page](#)