

Executive Officer – ICT Service Desk

Information Communication Technology (ICT)

Established under the Medical Practitioners Act, 1978, as amended in 2007, the Medical Council is the regulatory body for members of the medical profession. Its primary role is to protect the public by promoting and better ensuring high standards of professional conduct and professional education, training and competence among registered medical practitioners.

Key responsibilities of the Council include:

- Maintaining the four Divisions of the Register of Medical Practitioners, a register of all medical practitioners legally entitled to work in Ireland
- Ensuring high standards of medical education and training
- Setting standards for the maintenance of professional competence
- Promoting good medical practice
- Investigating complaints against medical practitioners

The Medical Council is seeking to appoint a person at Executive Officer grade to assist the Medical Council within the ICT Section of the Corporate Services Directorate.

This person will:

- Provide ICT Service Desk Support to User and Clients of the Medical Council
- Provide assistance with all facets of the Medical Council's ICT infrastructure
- Provide assistance in project delivery and development of on-going ICT strategy and innovation in consultation with the sections
- Ensuring adherence to OLAs, SLAs and day to day management of external vendors in ICT staff in meeting organisational requirements
- Be required to advise other sections and senior management on ICT strategy and service development as required
- Ensure on-going security of the Medical Council's network and data and manage the rollout of new hardware, software and services as required.
- Will organise and assist with internal and external meetings.
- Observe organisational policies, procedures, good practice guidance relevant to the role and to assigned tasks and procedures.
- Any other duties as may be assigned from time to time, including assisting with Reception.
- Arrange, schedule and support meetings including taking minutes and assisting the SEO in drafting of reports.
- Provide cover on Reception as required.
- Provide statistics and maintain data storage for reporting purposes.
- Maintain relevant database and ICT systems.
- Any other duties as may be assigned from time to time.

Role requirements:

- Experience of working with Microsoft Windows Desktop Operating Systems
- Experience working with Microsoft Suite of Office Products
- Experience of participating in systems and software rollouts
- Experience in Contracts and Vendor management
- Knowledge of public procurement policies and procedures
- Knowledge of managing user accounts, access permissions, rights in an active directory domain
- Knowledge of managing backups and running restores
- Work with confidential information and maintain confidentiality
- Knowledge and understanding of procedures and activities within a statutory framework
- Knowledge of Data Protection legalisation
- Knowledge of the role of the Medical Council, its functions and the context in which it operates.
- Ability to flex and adapt to changing demands, manage competing priorities and meet deadlines.
- Highly organised approach and strong attention to detail in executing complex tasks and procedures,
- Ability to work independently, to demonstrate initiative and to work as part of a team.

Qualifications:

Applicants for the post of Executive Officer (ICT) must have at least 2 years satisfactory experience in an ICT role, one of which includes experience in an organisation which operates procedures and activities within a statutory framework; an experience in an organisation in the regulation, health or education and training sector would be an advantage. A third level qualification is desirable but not essential. Applicants must be able to demonstrate well developed interpersonal, communication and IT skills and be prepared to undertake additional duties from time to time and as required by the Medical Council.

Salary Scales:

€28,739 to €45,967 with LS1 €47,473¹ and LS2 €48,975² less statutory deductions.

¹After 3 years satisfactory service at the maximum

²After 6 years satisfactory service at the maximum

Additional information

- The postholder will be based in the Medical Council's offices in Kingram House, Kingram Place, Dublin 2 but may be required to work at an alternative location within Ireland at the Council's discretion without additional compensation.
- Due to limited spaces, parking is not guaranteed with priority given to Council members.
- Employment is on a full time basis. The hours of duty will be based on a 37 hour week Monday to Friday.
- The Medical Council does not provide for flexi-time.

- Employees are required to be flexible in their position in line with the Council's mobility policy.
- Staff may be required from time to time to work outside of the core hours listed above.
- Staff may be required to travel as part of the role and outside of the core hours listed above.
- The Medical Council is an equal opportunities employer.

Contact

Please submit a covering letter outlining your experience and interest in the role, along with a copy of your CV to:

Ms. Judith Marquez
Human Resources
Medical Council of Ireland
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Kingram Place
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