An tÚdarás Pinsean
The Pensions Authority

CANDIDATE INFORMATION BOOKLET
PLEASE READ CAREFULLY

The Pensions Authority is an equal opportunities employer

Executive Officer (EO) IT Infrastructure

The Pensions Authority

Title: **Executive Officer IT Infrastructure (Hybrid)**

Employer: The Pensions Authority

Salary: €37,919

Level: Executive Officer (Standard Scale)

Posts: The Authority may establish a EO panel as part of this recruitment process from which any future permanent or temporary EO IT Infrastructure posts which arise during the life of the panel may be filled.

Tenure: Permanent (subject to satisfactory completion of probation)

Location: Verschoyle House, 28-30 Lower Mount Street, Dublin 2

The Pensions Authority currently operates a hybrid work model (HWM). Our HWM policy currently requires employees to attend the office for a minimum of two days per week. Please note the Authority's HWM is subject to change in line with Government guidelines and the Authority's business needs.

Email: careers@pensionsauthority.ie

Closing date: **2:00pm on Monday 8 September 2025**

The Pensions Authority

The Authority is a statutory body established under the Pensions Act, 1990. The Authority supervises compliance with the Act by scheme trustees, personal retirement saving account (PRSA) providers, registered administrators and employers. Additionally, the Authority is responsible for advising the Minister for Social Protection on pension matters generally.

Further information about the Authority and the work we do can be found on our website www.pensionsauthority.ie

The IT Infrastructure Team

The Authority uses many systems which are provided and supported by the Office of the Government Chief Information Officer (OGCIO) as part of their Build to Share (BTS) programme. These systems currently include the Desktop as a Service and the intranet. The OGCIO also provides an IT service desk to the Authority's staff as the OGCIO supports staff devices such as laptops and mobile phones.

Staff support is provided by the internal IT Infrastructure Team who are responsible for ensuring the continued successful operation of the IT facilities in the Authority offices in Verschoyle House. The Authority also has a small hardware footprint in a data centre consisting of clustered Hyper-V hosts as well as a communications room in Verschoyle House.

The Authority's software environment, including both internal and public-facing systems, is largely based on Microsoft technologies.

The Authority has contracts in place with external IT service providers for a variety of specialised support services including managed print services.

The role of the Executive Officer IT Infrastructure

The Executive Officer IT Infrastructure reports to and supports the Higher Executive Officer/Assistant Principal in pursuit of the IT Infrastructure Team's stated annual objectives and acts as a link between their area of responsibility and their manager.

The Executive Officer is expected to take ownership of tasks through the effective organisation and allocation of work. The role is varied and requires the role-holder to be flexible, capable of working to and meeting tight deadlines and committed to delivering quality results.

The general responsibilities of the Executive Officer role can include:

- Assisting the Higher Executive Officer to plan, organise and monitor the work of the Team.
- Providing technical support to all end users, business applications and services.
- Responsibility for escalating technical issues and logging tickets with support partners and vendors when needed.
- Supporting and maintaining core applications such as but not limited to Microsoft Teams.
- Supporting and maintaining Windows client and server infrastructure.
- Supporting and maintaining backup and disaster recovery capabilities, and ensuring processes and procedures are followed and documented.
- Maintaining an up-to-date and accurate asset inventory and history.
- Assisting with the procurement of ICT hardware and software.
- Working on various ICT projects as required.
- Taking ownership of assigned tasks and prioritising competing tasks to ensure that they are completed on time and to a high standard.
- Keeping up to date with the practices and procedures of the Authority and developing and maintaining the technical skills and knowledge required to perform effectively in the role.
- Complying with any duties that may be assigned from time to time by the Unit Head, Directors or the Pensions Regulator.

The above is intended as a guide to the general range of duties and is intended to be neither definitive nor restrictive and is subject to review.

Essential skills, experience and qualifications

Suitable candidates must have:

1. A major award qualification at Level 6, or higher, on the National Framework of Qualifications (NFQ) in a relevant area of ICT, for example: an NFQ Level 6 qualification from a two-year Post Leaving Certificate Course at an ETB, or an IT-related degree at Level 7, or higher, from a University or College.

<p style="text-align:center"><u>and</u></p>

Experience in an area of ICT relevant to this role. This experience can come from a current or previous role or through projects/assignments/work experience during your education programme.

<p style="text-align:center"><u>or</u></p>

2. At least one industry-recognised certification in a relevant area of ICT relating to ICT support.

and

At least one year's hands-on ICT experience directly relevant to an ICT support role from your employment to date.

Additionally suitable candidates must demonstrate:

- excellent interpersonal skills and the ability to establish a good working relationship with a variety of stakeholders;
- excellent written and oral communication skills;
- knowledge and familiarity with end-user software, including Microsoft Windows and Office;
- knowledge of ICT security and data protection principles;
- strong time management skills including the ability to balance the demands of project and support work;
- experience of working both independently, with minimum supervision and in a team oriented, collaborative environment; and
- interest in and awareness of the latest trends and developments in ICT.

Desirable skills, experience and qualifications

- Experience or certification in ITIL.
- Experience or certification in Microsoft technologies.
- Experience managing contracts and relationships with external suppliers.
- Knowledge of public sector procurement and/or ICT procurement.

Application process

- Send the application form provided to careers@pensionsauthority.ie
- Enter '**Executive Officer IT Infrastructure** – your name' in the subject heading of the cover email. Failure to do so may result in your application being deemed ineligible.

Applicants must demonstrate in the application form, by reference to specific achievements in their career to date that they possess the qualities, skills and knowledge required for the role of Executive Officer as identified in the 'Essential skills, experience

and qualifications' section above and the Pensions Authority's competency framework for Executive Officer (set out in Appendix 1).

When completing the application form, please refer to the competencies in Appendix 1 and consider the requirements of the role as set out above. For each competency, please provide specific examples illustrating how you have displayed the relevant competency during your career to date, in order to clearly demonstrate your suitability for this position. Your answer must highlight all elements of the STAR competency framework – which is outlined below:

Situation	Present a challenging situation you found yourself in
Task	What did you need to achieve from the situation?
Action	What action did you personally take to achieve this?
Result	What was the result of your action?

Closing date

The closing date and time for receipt of applications is **2:00pm on Monday 8 September 2025.**

We acknowledge receipt of all applications. If you do not receive an acknowledgment of receipt of your application, please contact careers@pensionsauthority.ie immediately but no later than three days after the closing date.

It is strongly recommended that you do not change your email address or mobile phone number during this recruitment competition, as any contact with you will be through the email address and mobile phone number originally supplied by you.

It is the Authority's policy that applications will not be accepted after the closing time.

Note:

If you are an EU/EEA/UK national, you will be asked to show proof of right to work in Ireland. If you are a non-EU/EEA/UK national, you will require a current and valid work visa for the Republic of Ireland. Remote working outside of the territory and jurisdiction of Ireland will not be facilitated except for employees residing in Northern Ireland.

Please note the Pensions Authority cannot provide employer sponsorship for employment permit purposes.

Selection process

Candidates may be shortlisted on the basis of the information provided in their application form. It is therefore in your own interest to provide a detailed and accurate account of how your skills, personal qualities, qualifications and experience meet the requirements of the post.

The selection process may include:

- a competitive initial/preliminary interview; and/or
- one or more rounds of technical tasks, tests or exercises to be completed by the candidate; and/or
- a competitive final interview(s); and/or
- a presentation by the candidate.

Notification to attend interview will issue at least one week in advance. Candidates will be required to attend interviews at their own expense. It is not possible to alter the allocated interview date or time. **Candidates who do not attend for interview when and where required, or confirm their attendance for interview if requested, will have no claim for further consideration and their candidature will be deemed to be withdrawn.**

If you require special facilities at the interview location (e.g., wheelchair access, sign interpreter, Braille, etc.) please contact careers@pensionsauthority.ie.

Candidates must produce satisfactory documentary evidence of all qualifications claimed by them, on request. Failure to produce such documentary evidence when requested may lead to disqualification from the competition and/or termination of contract. Therefore, it is advised that you have this documentation available to you when making your application.

Any candidate who supplies false or misleading information in their application may be disqualified.

As far as possible, will endeavour to keep candidates informed of the progress of their application at the earliest possible date.

Candidates should note that canvassing will disqualify and will result in their exclusion from the process.

Honesty agreement

Honesty and integrity are key values in the Civil and Public Service. You are therefore required to ensure that the information provided throughout the selection process is factual, honest, and an accurate reflection of your skills and experience to date. Please note that the use of online systems, software or artificial intelligence during the selection

process, assessments, interviews, or to prepare your application responses is strictly prohibited. Candidate submissions at all stages are subject to duplication / originality / response pattern checks, and the information provided may be verified at a later stage. Where a breach occurs, the Authority will consider sanctions which may result in disqualification. In submitting your application, and in engaging in the recruitment process, you are confirming that you consent to your work/submissions being made subject to this process.

General conditions of employment

Pay

Entry will be at the minimum of the Executive Officer (Standard) Scale, which is €37,919 for persons appointed on or after 6 April 1995. The salary scale for the position, as per Circular 16/2025 is as follows:

For persons appointed to the public service after 6 April 1995:

€37,919   €39,860   €40,956   €43,094   €45,010   €46,864   €48,711   €50,519
€52,366   €54,207   €56,160   €57,469   €59,335[1]   €61,216[2]

Long service increments may be payable after three (LSI-1) and six (LSI-2) years of satisfactory service at the maximum of the scale.

Increments are normally awarded annually subject to satisfactory performance; however, payment of increments and/or the rate of remuneration may be adjusted from time to time in line with Government pay policy.

Tenure

In the event of appointment to a permanent or temporary position with the Authority the appointee must serve a probationary period, which normally will last for nine months. If at any time during this period it appears that the appointee would not be suitable for final appointment, the probation will be terminated.

Panel

As part of this recruitment process, the Authority may establish a panel of successful candidates in order of merit. Any panel created will expire after a designated period from its establishment (usually nine months), or when it has been exhausted, whichever is sooner. The Authority may decide that only a certain number of candidates will be placed on any such panel. Qualification and placement on a panel is **not** a guarantee of appointment to a position. Candidates not appointed at the expiry of the panel will have no claim to a position thereafter because of having been on the panel.

More detailed information regarding establishment of a panel (if any), duration of any such panel and placement on the panel will be provided to successful candidates.

If you are placed on a panel, and are subsequently offered an assignment, you must be available to take up the post as offered. Vacancies may need to be filled with immediate effect therefore if you are not contactable, the Authority will immediately move on to the next available candidate. Candidates who wish to be considered for positions which may arise must be available for the full duration of the contract offered. Extended holiday plans during this period may affect your possible assignment.

Hours of attendance

Hours of attendance will be fixed from time to time but will amount, on average, to not less than 43 hours and 15 minutes gross or 35 hours net per week. Normal working hours are from 09.00 to 17.00 Monday to Friday, including lunch. Evening and weekend work may be required from time to time.

Where extra attendance is necessary, payment or time off in lieu may be allowed in accordance with the normal regulations for the grade. Please note that hours of attendance may be subject to change from time to time in line with Government/local policy and practices.

Annual leave

The annual leave allowance for the position of EO is 23 working days per year, rising to 24 after five years' service at grade, 25 after ten years' service at grade, 26 after 12 years' service at grade and 27 after 14 years' service at grade. This allowance is subject to the usual conditions regarding the granting of annual leave in the Civil Service, is based on a five-day week and is exclusive of the usual public holidays.

Business travel

When absent from home and headquarters on duty, appropriate travelling expenses and subsistence allowances will be paid subject to the normal Civil Service regulations.

Pension entitlements

The successful candidate will be offered the appropriate pension terms and conditions as prevailing in the Authority at the time of being offered an appointment. In general, and except for candidates who have worked in a pensionable (non-single scheme terms) public service job in the 26 weeks prior to appointment, this means being offered appointment based on membership of the Single Public Service Pension Scheme ("Single

Scheme"). Candidates will be notified of which scheme will apply to them, at the time of being offered an appointment.

The Single Scheme, as provided for in the Public Service Pensions (Single Scheme and Other Provisions) Act 2012, came into effect on 1 January 2013. From that date onwards, new public servants will be members of the Single Scheme, which will provide CPI-linked defined-benefit pensions based on career-average pay. The Scheme's minimum pension age will be linked to the State Pension age 66. Retirement for most members will be compulsory on reaching age 70. For further information in relation to the Single Public Service Pension Scheme for Public Servants please see: http://www.per.gov.ie/pensions.

Pension accrual

A 40-year limit on total service that can be counted towards pension where a person has been a member of more than one existing public service pension scheme will apply. This 40-year limit, which is provided for in the Public Service Pensions (Single Scheme and other Provisions) Act 2012 came into effect on 28 July 2012. This may have implications for any appointee who has acquired pension rights in a previous public service employment.

Note:

Candidates should note that different pay and conditions may apply if, prior to appointment with the Authority, the appointee is/was a serving civil or public servant.

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.

Privacy Statement

Information provided on applications submitted to the Pensions Authority will be processed in line with our Privacy Statement. Please click here to review the Pensions Authority's Privacy Statement.

Appendix 1

Executive Officer Competencies

Executive Officer Competencies	
Competency	**Typical behavioural indicators**
Working with others and staff supervision	• Engages with and motivates his/her team (those under his/her supervision) encouraging good performance; monitors the progress of assigned tasks and addresses issues in a timely and constructive manner. • Develops and maintains constructive working relationships with others; proactively shares information, knowledge and experience with others to help the team meet its objectives. • Encourages, listens to and acts on constructive feedback from others to make improvements. • Values and proactively supports the development of his/her team.
Analysis and decision making	• Understands the practical implication of information in relation to the broader context in which s/he works e.g. public sector ethos, organisational reputation, procedures, unit and organisational objectives. • Assimilates and deals with varying sources of information, analyses that information and draws accurate conclusions. • Makes balanced and fair recommendations to managers.
Delivery of results	• Takes responsibility for planning, organising and delegating work for his/her team (those under his/her supervision); monitors progress against agreed targets and anticipates issues that may arise. • Is purposeful, logical, pragmatic and enthusiastic in approach; takes ownership of tasks/projects (for self and team), prioritises effectively and is determined to deliver on time and to see them through to satisfactory completion. • Keeps his/her manager informed of progress against plans and tasks. • Encourages, supports and acts on new and more effective ways of working. • Generates a range of workable solutions to problems for consideration by his/her manager. • Learns from errors made and develops procedures to minimise these. • Ensures organisational policies and procedures are followed when carrying out tasks and when making decisions, understanding their value and the rationale behind them. • Responds positively to change and new challenges, shows flexibility and embraces new practices to accomplish goals and solve problems. • Prepares for meetings and makes the most effective use of time by focusing on desired outcomes and how to best achieve them.

Executive Officer Competencies	
Competency	**Typical behavioural indicators**
Communication skills	• Actively listens and seeks to understand the views of others; adapts his/her communication approach to suit the needs of a situation/audience. • Is respectful, courteous and professional in all communications, remaining composed, even in challenging circumstances and encourages same from the team. • Thinks about the information to be conveyed, organises thoughts and ideas effectively and expresses self in a clear and articulate manner when speaking and in writing. • Ensures correspondence is grammatically correct with no spelling errors.
Drive and commitment	• Has a clear understanding of the role, objectives and targets of the unit and the organisation and how they support the service delivered by the unit and organisation and can articulate this. • Is committed to the role, consistently performing at a high level. • Is resilient and perseveres to achieve objectives despite obstacles or setbacks. • Ensures that public service ethos and customer service is at the heart of own work. • Takes the initiative to deal with non-routine issues and to draft responses, make recommendations to management (written and oral) etc. in a clear, concise, comprehensive and convincing manner.
Knowledge, skills and self-development	• Actively develops and maintains the skills and expertise required to perform in the role effectively, e.g. acquires pensions/ regulation/compliance/legal qualifications, use of relevant technologies, IT systems, awareness of relevant policies etc. • Seeks feedback from colleagues on which to act to improve knowledge and skills. • Supports Clerical Officers in developing their expertise. • Shows a willingness to take on additional work; supports colleagues in busy periods or where resources are stretched.