



pobal

government supporting communities



**Human Resources Pobal**

**Job Description**

**ICT – Business Systems Support Officer – Grade 1**

## About Pobal

Pobal works on behalf of Government, and in conjunction with communities and local agencies, to support social inclusion and local and community development. We do this by managing funding and providing support for programmes in the areas of Social Inclusion and Equality, Inclusive Employment and Enterprise, and Early Learning and Care.

Pobal is an Equal Opportunities Employer and welcomes suitably qualified applicants from all sections of society. Further information on how Pobal promotes Equality, Diversity & Inclusion (EDI) throughout our workplace for our staff can be found via this link. [Equality, Diversity & Inclusion Statement](#)

## About ICT

The ICT directorate is responsible for all of Pobal's Information and Communication Technologies. This includes Pobal's overall ICT architecture, business systems, infrastructure, telecommunications, information security and disaster recovery. The directorate has three key units, Infrastructure and Innovation, Systems Development and ICT Support. We partner and work collaboratively with the operational units in Pobal to provide high quality systems and services

## Job Description and Person Specification

|                     |   |
|---------------------|---|
| <b>Role</b>         | <b>Business Systems Support Officer</b> |
| <b>Directorate</b>  | <b>ICT</b>                              |
| <b>Unit</b>         | <b>ICT Support</b>                      |
| <b>Grade</b>        | <b>1</b>                                |
| <b>Reporting to</b> | <b>ICT Support Manager</b>              |

## Role Purpose

Working as part of the ICT Support team the Support Officer is responsible for the maintenance and support of Pobal's ICT Business Systems. The role will focus on providing level 1 / 2 support to all users of Pobal systems.

## Role Requirements

### Role Requirement 1

#### Customer Service

- Provide an excellent customer experience to Pobal's internal user base, external organisations, and external customers where applicable.
- Provide proper problem escalation and follow up to give exceptional customer service and ensure customer satisfaction.
- Excellent communication skills with an ability to listen, understand and analyse customer issues fully.
- Own and resolve all ICT issues with a high sense of urgency and professionalism as per Pobal's ICT support process and industry Service Management System ISO standards.

### Role Requirement 2

#### Support for Pobal Systems

- Provide dedicated first and second level technical support to both internal / external users of Pobal ICT Systems through:
  - o Telephone support
  - o Online Support / Service Desk
  - o Business Systems project roll out etc.
- This will include the logging of issues, establishing severity levels, analysing, and resolving in accordance with agreed service levels, follow up and ensuring effective closure.
- Responsible for the onboarding of new staff, providing access to systems the ICT Service Desk manage and provision of new ICT equipment.
- Analyse call logs to spot trends and underlying issues. Document system problems and resolutions for future reference.
- Maintain the knowledge base for all System Troubleshooting Guides / How To manuals.
- Assist in the training and induction of staff on ICT Business Systems to increase user adoption.
- Contribute to process development and best practice. Seek new ways to improve systems and processes.
- Liaise with the development team to resolve issues and to progress into system deployment.
- Work closely with Pobal Level 2 and Level 3 support teams when necessary
- Liaise with 3rd party system support vendors as required.
- Support system testing where applicable.
- Any other duties that may be assigned within the general requirements of the role.

### Role Requirement 3

#### Business Analysis

- Develop and maintain System Support standards and procedures and other documentation as required.
- Write and maintain system documentation to support the handover from systems development to operational support.
- Maintaining and following financial and procurement policies and procedures.

## **Role Requirement 4**

### **Knowledge Base Creation and Maintenance**

- Develop and maintain System Support standards and procedures and other documentation as required.
- Analyse call logs to spot trends and underlying issues.
- Write and maintain system documentation to support the handover from systems development to operational support.
- Maintain existing user knowledge base articles and creation of new KBs where required.



### **Required Experience**

- Computer support literacy particularly MS operating system i.e., Windows 10 and Windows 11, software packages i.e., Outlook, Word, Excel etc.
- Experience of Microsoft products including MS and other browsers, CRM, SharePoint, and other cloud services such as O365.
- Experience of case management systems.
- Ability to be well organised, motivated, and work to deadlines.

### **Qualifications**

- Relevant Third Level qualification (e.g., Certificate, Diploma ICT\Computing Qualification) or equivalent is desirable but not essential.

# Pobal Core Competencies - Grade 1

| GRADE 1<br>COMPETENCIES  | EFFECTIVE PERFORMANCE INDICATORS   |
|--|--|
|  <p><b>Delivery of Results</b></p>                                    | <p>Takes responsibility for own work and sees it through to the appropriate next level</p> <p>Completes work in a timely manner</p> <p>Adapts quickly to new ways of doing things</p> <p>Checks all work thoroughly to ensure it is completed to a high standard and learns from mistakes</p> <p>Writes with correct grammar and spelling and draws reasonable conclusions from written instructions</p> <p>Identifies and appreciates the urgency and importance of different tasks</p> <p>Demonstrates initiative and flexibility in ensuring work is delivered</p> <p>Is self reliant and uses judgment on when to ask manager or colleagues for guidance</p>   |
|  <p><b>Customer Service and Communication Skills</b></p>              | <p>Actively listens to others and tries to understand their perspectives/requirements/needs</p> <p>Understands the steps or processes that customers &amp; stakeholders must go through and can clearly explain these</p> <p>Is respectful, courteous and professional, remaining composed, even in challenging circumstances</p> <p>Can be firm when necessary and communicate with confidence and authority</p> <p>Communicates clearly and fluently when speaking and in writing</p> <p>Keeps manager informed about progress and problems</p>  |
|  <p><b>Information Management / Processing</b></p>                  | <p>Approaches and delivers all work in a thorough and organised manner</p> <p>Follows procedures and protocols, understanding their value and the rationale behind them</p> <p>Keeps high quality records that are easy for others to understand</p> <p>Draws appropriate conclusions from information</p> <p>Suggests new ways of doing things better and more efficiently</p> <p>Is comfortable working with different types of information, e.g. written, numerical, charts, and carries out calculations such as arithmetic, percentages etc.</p> <p>Has attained a competent level of ICT capability and can utilise the ICT tools available to them to support and inform analysis and decision making</p> |
|  <p><b>Teamwork</b></p>   | <p>Shows respect for colleagues and co-workers</p> <p>Develops and maintains good working relationships with others, sharing information and knowledge, as appropriate</p> <p>Offers own ideas and perspectives</p> <p>Understands own role in the team, making every effort to play their part</p>  |
|  <p><b>Specialist Knowledge, Expertise and Self Development</b></p> | <p>Develops and maintains the skills and expertise required to perform in the role effectively, e.g. relevant technologies, IT systems, spreadsheets, Microsoft Office, relevant policies etc.</p> <p>Clearly understands the role, objectives and targets and how they fit into the work of the unit</p> <p>Is committed to self development and continuously seeks to improve personal performance</p>   |
|  <p><b>Drive and Commitment to Pobal's Values</b></p>               | <p>Consistently strives to perform at a high level and deliver a quality service</p> <p>Is thorough and conscientious, even if work is routine</p> <p>Is enthusiastic and resilient, persevering in the face of challenges and setbacks</p> <p>Is personally honest and trustworthy</p> <p>At all times, acts with integrity</p>   |

## Terms & Conditions of Employment

|                                 |   |
|---------------------------------|---|
| <b>Salary</b>                   | Grade 1 salary scale (€32,519 - €47,949)  |
| <b>Contract Type</b>            | Fixed Term Contract until 31 <sup>st</sup> December 2026, subject to continuing Government funding                                      |
| <b>Probation</b>                | A probationary period of six months will apply  |
| <b>Pension</b>                  | Defined contribution pension scheme   |
| <b>Annual Leave</b>             | 26 working days, exclusive of public holidays   |
| <b>Travel &amp; Subsistence</b> | Travel and subsistence will be paid at public sector rates  |
| <b>Location</b>                 | The role will be located in Dublin  |
| <b>Blended Working Policy</b>   | Pobal can offer combination of office based and remote working either from home or a pre-approved business hub on the island of Ireland |

### Selection Process

A shortlisting exercise will be employed. Eligible applications will be shortlisted according to how well the experience and skills as described by applicants match the needs of Pobal for this post. Those candidates whose applications, in the opinion of the review panel, appear best suited to the position will be short-listed for interview.

Deadline for application: August 4<sup>th</sup>, 2025

Applications will not be accepted after the closing date



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