**NORTHERN IRELAND ASSEMBLY**

***Job Specification***

**Infrastructure Support Specialist**

**(Assembly Grade 7)**

**SALARY RANGE:** **£25,114 - £28,186 per annum**

1. **INTRODUCTION**

1.1 Application forms are available on the Northern Ireland Assembly website and should be completed online. Completed application forms, which demonstrate the skills and experience sought, must be submitted by the closing date of **16:00 on 25 May 2017**.

* 1. **Applicants are reminded that the application form must be fully completed. Incomplete applications will not be accepted. CVs or other supplementary material will not be accepted in place of, or in addition to, completed application forms.**

1. **BACKGROUND**
   1. The Northern Ireland Assembly Commission (the Commission) is a corporate body established by section 40 of the Northern Ireland Act 1998. It must provide the Assembly, or ensure that the Assembly is provided, with the property, staff and services required for the Assembly’s purposes. The Commission employs a Secretariat to serve the Assembly. The management structure of the Assembly Secretariat is illustrated in the attached chart.

2.2 The Facilities Directorate provides information services and systems to support the business and administration of the Assembly. As part of this directorate, the Information Systems Office provides a full range of computing services to the Secretariat and elected Members.

1. **LOCATION**

3.1 The successful applicant will be based in Parliament Buildings, Belfast. Access to a form of transport would be preferred as travel to Constituency Offices located throughout Northern Ireland is necessary from time to time.

1. **JOB DESCRIPTION**

**Responsibility and Reporting Arrangements**

* 1. The successful applicant will report directly to the Customer Service Manager.

**Main Duties and Responsibilities**

* 1. Infrastructure Support Specialists ensure the effective running of the ICT infrastructure through the provision of desktop services and ICT Service Desk. They interact with Assembly Members and Secretariat staff in the course of their work in support of the ICT services on which the efficient operation of the Assembly depends. They work in a team of ICT specialists. The post-holder will primarily work in the Infrastructure Service Desk specialism, but may have opportunities to gain experience in other areas.
  2. The main duties in the Infrastructure Service Desk post will include the following:
* working as part of the ICT Service Desk Team supporting Assembly Members, Party Support and Secretariat staff in Parliament Buildings, as well as Constituency Offices throughout Northern Ireland. This will require travelling to Constituency Offices occasionally.
* providing advice and training to Assembly Members, Party Support and Secretariat staff in Parliament Buildings, and Constituency Offices throughout Northern Ireland; in the use of network and desktop facilities, and the preparation of user documentation;
* use of management tools to monitor and maintain the network of ICT systems and desktop equipment;
* co-operation with other ICT staff in maintaining effective computing services;
* assisting in the development, implementation and monitoring of IT security measures;
* assisting in the day to day management of a TCP/IP network;
* assisting in the planning, design, testing and implementation of the data network and desktop systems;
* investigation and analysis of new products, including the production of assessment reports;
* management of work to agreed plans and objectives;
* management of ICT placement students and contract staff;
* project management duties;
* assisting in the development and implementation of relevant IT policy, strategy and standards;
* attendance at management meetings to report on progress and preparation of investigation reports for management
* Any other IT duties as required by management.

1. **ESSENTIAL CRITERIA**

5.1 Applicants for the post of Infrastructure Support Specialist must, by the closing date for applications, have:

1. At least a HND in computing or other discipline relevant to Information Systems and Information Technology **AND** at least 1 year’s post qualification experience of working in a challenging\* ICT Service Desk/Infrastructure Support environment to include the following:
2. Managing and maintaining Microsoft Active Directory
3. Managing and maintaining Systems Centre Configuration Manager (SCCM)
4. Support of at least Windows 7, or higher, based desktop equipment

**OR**

1. At least 3 years’ experience of working in a challenging\* ICT Service Desk/Infrastructure Support environment to include the following:
2. Managing and maintaining Microsoft Active Directory
3. Managing and maintaining Systems Centre Configuration Manager (SCCM)
4. Support of at least Windows 7, or higher, based desktop equipment

Relevant or equivalent qualifications: give the type of qualification and date awarded (the date awarded is the date on which you were notified of your result by the official awarding body). If you believe your qualification is equivalent to the one required, the onus is on you to provide the panel with details of modules studied etc. so that a well-informed decision can be made.

Only those courses with a computing content of 50% or more will be considered and applicants must provide full details on the application form of how the content of the course meets this requirement.

\* A challenging ICT Service Desk/Infrastructure Support environment is defined as one that involves supporting a diverse and demanding range of customers in a wide range of technologies, involving a total user base of at least 500.

1. **SHORTLISTING CRITERIA**

6.1 The Commission may decide to shortlist for interview as part of the recruitment process for this post. The following shortlisting criteria will be applied in the order stated:

1. Experience of the support of Windows 10 or higher
2. Experience of working with Microsoft Deployment Tools
3. **CORE COMPETENCES**

7.1 In addition to the essential criteria outlined above the following competences will be tested at interview:

**Services**

Deliver and maintain services; contribute to the planning and implementation of changes in services, operations and systems to meet customer needs.

**People**

Contribute to the development of teams and individuals to encourage innovation and improve performance; plan, allocate, monitor and evaluate work carried out by teams, individuals and self; create, maintain and enhance effective working relationships.

**Information and Communication**

Seek, evaluate and communicate information in a clear, concise, relevant and timely manner to meet customer needs; analyse and exchange information to solve problems, make decisions, influence and gain the commitment of others.

1. **CRITERIA BASED INTERVIEW**

**Criteria-based interview**

8.1 Final selection of candidates will be based on performance at a criteria-based interview(s) structured around the qualities, skills and experience sought at sections 5.1 as well as the core competences listed above. All candidates will be expected to display an acceptable level of competence in each of these areas.

**FURTHER INFORMATION**

8.2 If you require more information on the recruitment process, please contact the Human Resources Office on 90521699.

8.3 Further information about the NI Assembly can be obtained on the Internet at website: [www.niassembly.gov.uk](http://www.niassembly.gov.uk)

1. **COMPLETION OF APPLICATION FORMS**

9.1 The selection panel may decide to interview only those candidates who appear, from the information available, to be most suitable in terms of relevant experience and ability. It is therefore essential that applicants describe fully in the application form the extent to which they satisfy the above criteria. It is not appropriate simply to list the various posts that the candidates have held. The selection panel will not make assumptions from the title of the candidates’ posts about the skills and experience gained.

9.2 It will be the responsibility of candidates to demonstrate clearly on their application form how they satisfy the essential and shortlisting criteria. **Candidates must use only the application form provided and must not submit additional material in support of their application.**

1. **TERMS AND CONDITIONS OF APPOINTMENT**

10.1 These appointments are permanent and will be made by The Commission. The successful candidate will be employees of the Commission. All appointments are subject to the satisfactory completion of a six-month probationary period.

10.2 The standard working week is 37 hours, excluding meal breaks (42 hours gross). Working hours will be dictated by the mode of operation of the NI Assembly and may involve work into late evenings, at weekends and on public holidays.

10.3 The salary scale for this post is £25,114 - £28,186and your starting salary will be £25,114 per annum.

10.4 In addition to the usual public and privilege holidays, there is an annual leave allowance of 25 days, increasing to 26 days after 4 years of service and to 30 days after 5 years of service. Applicants should be aware that a major influence in determining when leave can be taken will be the parliamentary timetable.

10.5 Subject to eligibility, a childcare voucher scheme is available.

10.6 The successful applicant will be given suitable training, including formal specialised courses as necessary.

1. **PENSIONS**

11.1 The NI Assembly offers all new employees an attractive pension package. Further details can be found on the Principal Civil Service Pensions Scheme (Northern Ireland) website at:

[www.finance-ni.gov.uk/topics/working-northern-ireland-civil-service/civil-service-pensions-ni](https://www.finance-ni.gov.uk/topics/working-northern-ireland-civil-service/civil-service-pensions-ni)

If you are unable to access the website or require the information in another format, please contact:

The Pensions Manager

Human Resources Office

Room 402

Parliament Buildings

Ballymiscaw

Stormont

BT4 3XX

Tel: 028 9052 1685

11.2 Please note that the NI Assembly does not use HR Connect.

1. **APPLICATIONS**

11.3 Under fair employment legislation, the Commission is required to monitor the community background of those applying to fill vacancies. Applicants must, therefore, complete the equal opportunities monitoring section of the application form.

11.4 The Commission is committed to equality of opportunity in employment and welcomes applications from all suitably qualified applicants irrespective of gender, marital or family status, religious belief, political opinion, disability, age, race, nationality or sexual orientation. **All applications for employment will be considered on the basis of merit.**

**This job specification does not constitute any term or condition of employment.**