

## Role Profile

# Application Support Analyst – ICT and Business Services

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### ROLE SUMMARY

The Application Support Analyst role is based within the ICT & Business Services (ICTBS) department reporting to the ICT Manager.

The responsibilities of the Application Support Analyst are broad-ranging; in addition to providing exceptional support for HPRAs IT applications, they are expected to have expert knowledge of the HPRAs application portfolio, so IT systems can be used beyond the standard capabilities. The Application Support Analyst will be instrumental in helping to ensure the successful adoption and use of technology in the HPRAs, and that technology is exploited to its maximum potential.

To succeed in this role the Application Support Analyst needs both technical knowledge and people skills. They should have the foresight to anticipate and address potential issues before they become issues and have good organisational skills and a keen attention to detail. The duties involve complex problem-solving and problem-management, working with other IT team members, and coordinating and communicating to ensure minimal business disruption.

### KEY RESPONSIBILITIES

#### - Operational Objectives

- Provide technical support to users within the organisation, and to external clients, triage issues related to HPRAs business applications, resolving or escalating to 3rd parties where needed, and identifying and managing problem tickets.
- Ownership and resolution of problem tickets following good problem management practices, gathering information, establishing facts, coordinating problem investigation and resolution activities with internal teams and 3rd parties, while also communicating with stakeholders to ensure they are kept informed.
- Contributing and managing the development, adoption and promotion of ICT policies, procedures and standards. Ensuring appropriate controls are configured within HPRAs Applications per IT policies.
- Promote user adoption through application support and end-user training; prepare self-help materials, and provide technical demonstrations, consultation, and support for existing and new applications.
- Coordinate application upgrades and changes and utilise appropriate change and release procedures to ensure the smooth operation of business services.
- Maintain technical support relationships with suppliers to ensure services are provided effectively.
- Maintaining and updating technical documents and procedures.
- Delivering application and customised training to users within the business.
- Preparing application maintenance plans and upgrading schedules for the organisation's systems.
- Support the design and delivery of a world-class Microsoft 365 environment utilising features licensed to the HPRAs.
- Troubleshoot various Office 365 issues, including connectivity and mobility.

- Conduct routine monitoring and analysis to include audit log reports evaluation, system and storage utilization reports, site and system usage, growth reports, and manage site collection quota settings.
  - Evaluate capabilities by unused Office 365 and cloud applications
  - Stay current on O365 and cloud technologies.
  - Brainstorm software solutions and present benefits to the decision-makers.
- Performance Management
- Working with the IT Manager and the department to achieve performance targets for the department.
  - Reporting regularly to IT Manager on progress against specified objectives and targets
  - It is particularly important that the individual is proactive with regard to their personal development and technical competencies. Individuals must outline plan for developing further technical skills.
  - Participation in the performance development programme (PDP) within the section.
- Communication/Customer Service/Teamwork
- Attending and participating in regular team meetings
  - Working with users to ensure that services are delivered effectively.
  - Attending relevant internal and external meeting as directed by the IT Manager/Director
  - Establish and maintain relationships with ICTBS colleagues and support ICT colleagues through knowledge-sharing.
  - Provide cross-training to other members of the ICT team.
  - Work with colleagues across the organisation to ensure effective implementation of the HPRA Quality Management system across the ICTBS department.
- General
- Perform such other duties as the HPRA may reasonably require.

## **QUALIFICATIONS AND EXPERIENCE**

To be considered for this post, candidates must have:

- Professional or higher education qualifications in an IT-related subject or equivalent experience.
- Basic understanding of computer terminology, network, TCP IP model, protocol, network topology and operating system-related things like O's version, command prompt commands, task manager, windows logs etc
- Proven track record in supporting enterprise applications, including leading or supporting upgrades.
- Strong knowledge and experience supporting Microsoft 365 apps:
  - Standard desktop and web client applications, Word, Excel, PowerPoint, Project etc
  - Other 365 client apps, Forms, Whiteboard, ToDo, Bookings etc
  - Document collaboration using, SharePoint Online, Document Libraries, OneDrive etc.
  - Microsoft Teams, calling, meetings and chat.
  - Office 365 Identity and access management
  - M365 roles, permissions, policies, and app management
- Understanding of ITIL IT Service Management Framework and Change processes.
- Ability to prioritise and self-manage varied workloads against agreed deadlines.

- Proven problem-solving ability, the ability to work autonomously and to be effective independently.
- Excellent communication skills, both written and verbal, with strong interpersonal skills and the ability to function at all levels across the organisation.
- Ability to learn to new skills and technologies quickly and apply them methodically.
- Ability to explain complex ideas to those with limited IT and systems knowledge.
- Innovative with a strong focus on continuously improving service to clients.

Additionally, it would be advantageous for a candidate to have working knowledge of:

- PowerShell and Scripting
- Office 365 Power platform and power apps
- Office 365 Security and compliance
- Knowledge of databases

## **REMUNERATION**

Salary: €48,085-€57,573 per annum (incremental scale)

Candidates should note that entry will be at the minimum of the scale and the rate of remuneration may be adjusted from time to time in line with Government pay policy.

## **DURATION OF POST**

This is a 3-year contract post.

Note: The issuing of a 3 year contract is standard HPRA practice prior to moving to permanency for long term roles, such as this.

## **SUPERANNUATION**

The new Single Public Service Pension Scheme ("Single Scheme") commenced with effect from 1 January 2013. All new entrants to pensionable public service employment on or after 1 January 2013 are, in general, members of the Single Scheme.

## **HOURS OF DUTY**

The hours of duty are fixed by the HPRA from time to time. The current arrangements are Monday-Friday (minimum 35 hours). Appointees are eligible to participate in the flexitime arrangements after a period of six months.

## **LOCATION**

The successful candidate will be working in the HPRA offices a minimum, of two days per week and can avail of working remotely up to a maximum of three days per week subject to the terms of the policy. The specific days each week when you work at each location will be determined by your manager. The HPRA reserves the right to cease, vary or change the office/home location split during or after the review

period. Notwithstanding any applicable hybrid working arrangement, you may be required to work at any specified location as may be reasonably required by the HPRA from time to time.

## **ANNUAL LEAVE**

Annual leave (exclusive of usual public holidays) is 22 days per annum.

## **DUTIES OF POST**

The duties set out in the role profile (above) are indicative of responsibilities related to this role. As with all posts, the nature of HPRA business is evolving and flexibility is required in order to adapt to changing business needs.

The appointee will be required to demonstrate flexibility and anticipate that the role, activities and responsibilities may change in line with business needs and organisational development.

## **REFERENCES**

The names and addresses of two referees to whom the applicant is well known but not related must be submitted with the application. Reference may be made to current and former employers without further notification of the applicant. Applicants having any reservations on this matter should so state at time of application.

## **HEALTH**

A candidate must be fully competent and capable of undertaking the duties attached to the position and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

## **CLOSING DATE**

The closing date for applications for this post is the **Tuesday, 27<sup>th</sup> February 2024**.

## **HOW TO APPLY**

Applications should be submitted directly to [jobs@hpra.ie](mailto:jobs@hpra.ie)

## **INTERVIEWS**

Applicants attending for interview may be required to prepare a presentation or take part in a scenario-based practical - details will be notified to applicants who are shortlisted.

The HPRA will make reasonable accommodations for a person with a disability during the recruitment process.

Interviews are expected to take place on the week beginning **4<sup>th</sup> March 2024**.

Note: The HPRA is not in a position to reimburse expenses incurred by candidates attending for interview.

## **CONFIDENTIALITY AND CONFLICT OF INTEREST**

Employees are prohibited from having any personal or financial interest in any industry that the HPRA regulates from the date of appointment with the HPRA. All HPRA employees are required to declare any matter that could affect their impartiality or that could reasonably be perceived as affecting their impartiality. All new entrants are required to complete a declaration of interests prior to commencing employment in the HPRA. The HPRA's Conflicts of Interest Assessment provides guidance on the types of interests to be declared. Any interests declared will be evaluated and any potential conflicts will be addressed in line with that Assessment.

The HPRA deals with highly confidential matters including identifiable details pertaining to healthcare professionals, patients, and commercially sensitive information. Employees are prohibited from disclosing any information in relation to the business of any person obtained in his/her capacity as an officer of the HPRA.

## **DATA PROTECTION**

The General Data Protection Regulation and Data Protection Acts 1988-2018 apply to the processing of personal data and the HPRA is committed to complying with its legal obligations in this regard. For information on how we process your information during recruitment, please see our [privacy notice](#).

## **COLLECTIVE AGREEMENT: REDUNDANCY PAYMENTS TO PUBLIC SERVANTS**

The Department of Public Expenditure and Reform introduced, with effect from 1st June 2012, a Collective Agreement which had been reached between the Department of Public Expenditure and Reform and the Public Services Committee of the ICTU in relation to ex-gratia Redundancy Payments to Public Servants. It is a condition of the Collective Agreement that persons availing of the agreement will not be eligible for re-employment in the public service by any public service body (as defined by the Financial Emergency Measures in the Public Interest Acts 2009 – 2011) for a period of 2 years from termination of the employment. Thereafter the consent of the Minister for Public Expenditure and Reform will be required prior to re-employment. People who availed of this scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility) and the Minister's consent will have to be secured prior to employment by any public service body.

## **DECLARATION**

Applicants will be required to declare whether they have previously availed of a public service scheme of incentivised early retirement and/or the collective agreement outlined above. Applicants will also be required to declare any entitlements to a Public Service pension benefit (in payment or preserved) from

any other Public Service employment and/or where they have received a payment-in-lieu in respect of service in any Public Service employment.

## **EQUAL OPPORTUNITIES**

The HPRA is an equal opportunities employer. We are committed to equal employment opportunity regardless of gender, civil status, family status, sexual orientation, religion, age, disability, race or membership of the travelling community. The HPRA will make reasonable accommodations for a person with a disability during the recruitment process and can be notified in the course of the interview correspondence.