



pobal

government supporting communities



Human Resources Pobal

Job Description

ICT – Grade 3

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

Role	ICT Specialist
Directorate	ICT
Unit	
Grade	3
Reporting to	ICT Applications and Systems Operations Manager

Role Purpose

The ICT Applications and Systems Operations Specialist is responsible for the execution and support of Pobal’s Applications and Systems operations. The role focuses on backend operational reliability across Pobal’s applications and infrastructure providing Level 3 support from Service Desk escalations. This role involves identifying, evaluating, and implementing operational strategies that drive continuous technology improvement to meet current demands and support future company growth. The Specialist will actively contribute to maintaining high standards and ensuring that Pobal’s applications and systems infrastructure across all domains comply with business, audit, and relevant regulatory/legislative requirements. Success requires breadth across the Microsoft 365 stack with depth in Entra ID/Azure AD and on-premises Active Directory, SharePoint on-prem, and proven automation (PowerShell, Power Platform, Logic Apps). Additionally, the ICT Specialist plays a crucial role in ensuring the security, monitoring, and support of key ICT infrastructure and systems. This role involves leading strategic initiatives, mentoring junior staff, and driving continuous improvements in ICT operations. The Specialist proactively manages operational risk (availability, integrity, change, security) to maintain service quality, meet audit/regulatory obligations, and drive continuous improvement.

Role Requirements

Role Requirement 1

Systems Operations

- Support and maintain multi tenant Microsoft 365 tenant operations, including Exchange Online, SharePoint Online, OneDrive for Business, Teams, Intune, Power Platform, Power BI, and related applications.
- Administer and harden Active Directory/ADFS on-premise, Group Policy Management, Azure AD (Entra ID) infrastructure, Exchange on-prem, and SharePoint on-prem.
- Automate routine tasks and fixes using AI, PowerShell and Power Platform, Logic Apps to streamline processes.
- Administer and manage on-premise systems and applications.
- Ensure the maintenance of key corporate and program-related systems.
- Own device management and onboarding processes using Microsoft Endpoint Manager (Intune) as a backed capability.
- Lead the implementation of new solutions, including migrations from on-premises.
- Continuously seek opportunities to automate and enhance processes.

Role Requirement 2

Advanced Technical Support

- Provide Level 3 technical support for critical applications within the ICT escalation process.
- Utilize call logging software to document and resolve user incidents within specified SLAs.
- Diagnose and troubleshoot complex issues using advanced technical expertise, product knowledge, communication, and problem-solving skills and deliver root-cause fixes.
- Raise tickets with vendors when necessary and collaborate with them to resolve issues.
- Serve as an escalation point for the ICT Service Desk/Support Teams for logged cases/issues.
- Ensure a high level of service excellence in relation to the planning and delivery of projects, services and supports.
- Maintain and grow a culture of continuous learning and improvement in the team ensuring that the support model applied is adaptable and meets changing requirements and contexts.
- Take ownership of the escalation and categorisation process that is in place and proactively manage to ensure excellence in project management tools and techniques.
- Any other duties within the general requirement of this job description which may be required from time to time.

Role Requirement 3 Governance and Compliance

- Monitor, verify, and maintain daily processes, including logs, alerts, and maintenance plans.
- Develop and maintain comprehensive documentation and training materials.
- Follow ITIL standards and ensure compliance with governance policies.
- Participate in audits and penetration tests and lead the implementation of the audit and penetration test results.

Role Requirement 4 Service Delivery and Excellence

- Maintain a customer-focused approach at all times, ensuring high levels of customer satisfaction.
- Support the development of knowledge across operational teams through training and upskilling.
- Act as a role model to teammates, engaging positively and constructively with both customers and partners.
- Ensure that all staff adhere to all standards and procedures.
- Understand the impacts of change and support teams through transitions by analyzing needs and engaging with relevant stakeholders.
- Lead initiatives to improve service delivery and operational efficiency.
- Collaborate closely with different infrastructure and business teams.

Required Experience

- A minimum of 10+ years ICT administration and support. In depth M365, Entra ID/AD and SharePoint on prem experience. Evidence of automation at scale (Powershell/Power Platform/Logic Apps)
- Excellent communication, report writing, organizational, and interpersonal skills.

Qualifications

- Relevant Third Level qualification (e.g., Degree) or equivalent is desirable
- Advanced certifications in Microsoft 365, Entra ID, Active Directory, or related technologies are highly desirable.

Pobal Core Competencies - Grade 3

GRADE 3 COMPETENCIES	EFFECTIVE PERFORMANCE INDICATORS
 <p>Delivery of Results</p>	<ul style="list-style-type: none"> Assumes personal responsibility for and delivers on agreed objectives/ goals Manages and progresses multiple projects and work activities successfully Accurately estimates time parameters for projects and manages own time efficiently, anticipating obstacles and making contingencies for overcoming these Service excellence, instilling genuine commitment to meeting the need of each customer and appreciating the customer and their feedback as a valuable resource Ensures all outputs are delivered to a high standard and in an efficient manner Use resources effectively, at all times challenging processes to improve efficiencies Challenges poor results or failure to achieve acceptable performance standards
 <p>Interpersonal and Communication Skills</p>	<ul style="list-style-type: none"> Communicates in a fluent, logical, clear and convincing manner verbally and in writing Is able to listen effectively and develop a two-way dialogue quickly Maintains a strong focus on meeting the needs of internal and external customers & stakeholders Effectively influences others to take action Works to establish mutual understanding to allow for collaborative working Ensures that important team, department and organisational information is shared with employees and others as appropriate
 <p>Analysis and Decision Making</p>	<ul style="list-style-type: none"> Is skilled in policy analysis and development, challenging the established wisdom and adopting an open-minded approach Quickly gets up to speed in a complex situation, rapidly absorbing all relevant information/data (written and oral) Uses numerical data skillfully to understand and evaluate business issues Identifies key themes and patterns in and across different sources of information, drawing sound and balanced conclusions Sees the logical implications of taking a particular position on an issue Is resourceful and creative, generating original approaches when solving problems and making decisions
 <p>People Management</p>	<ul style="list-style-type: none"> Consults and encourages the full engagement of the team, encouraging open and constructive discussions around work issues Gets the best out of individuals and the team, encouraging good performance and addressing any performance issues that may arise Values and supports the development of others and the team Encourages and supports new and more effective ways of working Deals with tensions within the team in a constructive fashion Encourages, listens to and acts on feedback from the team to make improvements Actively shares information, knowledge and expertise to help the team to meet its objectives
 <p>Specialist Knowledge, Expertise and Self Development</p>	<ul style="list-style-type: none"> Clearly understands the role, objectives and targets and how they fit into the work of the unit and Organisation. Develops the expertise necessary to carry out the role to a high standard and shares this with others Is proactive in keeping up to date on issues and key developments that may impact on own area and organisation Consistently reviews own performance self development and sets oneself challenging goals and targets
 <p>Drive and Commitment to Pobal's Values</p>	<ul style="list-style-type: none"> Consistently strives to perform at a high level Maintains consistent effort under pressure and is resilient to criticism or setbacks at work Demonstrates high levels of initiative, taking ownership for projects and demonstrating self sufficiency Is personally trustworthy and can be relied upon Upholds the highest standards of honesty, ethics and integrity

Terms & Conditions of Employment

Salary	Grade 3 salary
Contract Type	Indefinite, subject to continuing Government funding
Probation	A probationary period of six months will apply
Pension	Defined contribution pension scheme
Annual Leave	26 working days, exclusive of public holidays
Travel & Subsistence	Travel and subsistence will be paid at public sector rates
Location	The role will be located in any Pobal office
Blended Working Policy	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:

Applications will not be accepted after the closing date



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