



Senior Staff Officer IT – GRADE 6

The Housing Agency is a government body working with the Department of Housing, Local Government and Heritage, Local Authorities and Approved Housing Bodies (AHBs) in the delivery of housing and housing services.

The Agency's vision is to achieve an integrated housing system, meeting the nation's housing needs and promoting sustainable communities. It does this by providing evidence-based housing insights and data that inform thinking and policy making; by working with others to enable the delivery of housing solutions and implement programmes and actions in Government housing policy; and by equipping itself and its stakeholders with the capacity required to respond quickly and effectively to challenges in the housing system.

The Agency's work to deliver sustainable and affordable housing for all is framed under three broad themes:

- Being a centre for housing knowledge;
- Bridging housing supply and demand; and
- Building capacity for housing.

We provide a broad range of services including:

- Assisting local authorities with all aspects of their housing function
- Supporting affordable housing initiatives including cost rental and affordable purchase schemes
- Housing acquisitions and property sourcing for social housing
- Managing the Croí Cónaithe Fund
- Technical advice and supports to local authorities and AHBs regarding capital construction and refurbishment projects and procurement
- Financial appraisals of AHB funding applications
- Co-ordination of the Housing First initiative
- Mortgage to Rent
- Research, financial analysis and policy advice
- Pyrite Remediation and the Defective Concrete Block Schemes
- Land development and management
- Loan Underwriting
- Housing practitioner training and information
- National Housing Strategy for Disabled People

Further information on The Housing Agency is available at www.housingagency.ie

The Housing Agency is now seeking applications for a **Senior Staff Officer IT – Grade 6** vacancy on a permanent basis in its IT Team. This post is based in our offices in Dublin 2. The Housing Agency operate a Blended Working Policy.

As a staff member, the holder of the post will be expected to actively contribute to and participate in the overall development of The Housing Agency and to promote its policies at all times and to adhere to The Housing Agency values:

<https://www.housingagency.ie/publications/strategy-annual-report>.

Values



The values of the Housing Agency set the standard for the way we work with our colleagues and our stakeholders. In this strategic period, we will continue to embed our values throughout the organisation to guide and inform everything we do.

We will place a particular focus on internal and external collaboration. We have placed people at the centre of everything we do to highlight the importance of our staff, our stakeholders, and the people we are working to support with housing needs.



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Main Duties

- Oversee daily ICT operations, including network infrastructure, server environments, and cloud platforms (e.g. Microsoft 365, Azure, and Intune)
- Ensure timely resolution of IT issues, escalating when necessary to minimise disruption to business operations.
- Manage the IT helpdesk function, including ticketing workflows and reporting
- Enforce and maintain ICT security policies and procedures across all systems and servers.
- Implement and monitor cybersecurity standards (e.g. National Cybersecurity Baseline Standards, NIS2), and lead incident response efforts for IT security breaches or vulnerabilities.
- Prepare regular reports on IT performance, incidents, and improvements.
- Support audits and ensure proper governance over IT assets and usage
- Contribute to the delivery of the Housing Agency's IT strategy and digital transformation initiatives.
- Lead and coordinate IT projects such as infrastructure upgrades, system migrations, and application rollouts.
- Develop and maintain technical documentation including Standard Operating Procedures (SOPs), work instructions, disaster recovery plans and operational manuals.
- Maintain and update the organisation's IT Risk Register.
- Provide expert technical support and guidance to internal users and stakeholders.
- Administer and support Microsoft technologies including Windows OS, Office applications, Active Directory, Entra ID, Exchange, Azure, Intune OneDrive, Teams, and SharePoint.
- Promote staff development and performance management within the ICT team, fostering a culture of service excellence and innovation.
- Manage procurement of ICT hardware, software, and services in line with public sector procurement guidelines.
- Management and supervision of staff.
- Demonstrate excellent communication and customer service skills.

Other duties as assigned from time to time.

Educational & Experience Requirements

- 3+ years of experience in IT support services
- Bachelor's degree or equivalent in an IT or engineering-related field
- Excellent technical knowledge (hardware, software and network troubleshooting)
- Experience with Microsoft 365, virtual environments, and cybersecurity tools
- Ability to communicate effectively and confidently with end users and senior management.

Competencies

- **Management & Delivery of Results** - proactively identifies areas for improvement and develops practical suggestions for their implementation.
- **Communications and Interpersonal Skills** - Excellent communication and interpersonal skills with an ability to interact with all levels, internally and externally.
- **Analysis and Decision Making** – takes account of any broader issues and related implications when making decisions.

- **Drive and Commitment** – demonstrates resilience in the face of challenging circumstances and high demands.
- **Specialist Knowledge** – in depth knowledge of Information and Communications Technology including server management, software installation and support, communications infrastructures, web technologies and best practice IT policies and procedures. Applies in-depth knowledge of Microsoft technologies.

Salary Scale – Senior Staff Officer – Grade 6

€57,322 - €58,689 - €60,356 - €63,491 - €65,363

LSI 1 - €67,690

LSI 2 - €70,030

New entrants will be appointed on the first point of the scale in line with government policy. Different terms and conditions may apply if immediately before appointment you are a currently serving civil/public servant.

Eligibility to compete:

Candidates should note that eligibility to compete is open to citizens of the European Economic Area (EEA). The EEA consists of the Member States of the European Union along with Iceland, Liechtenstein and Norway. Swiss citizens under EU agreements may also apply. To qualify candidates must be citizens of the EEA by the date of any job offer. Eligible candidates must be:

- a) A citizen of the European Economic Area. The EEA consists of the Member States of the European Union, Iceland, Liechtenstein and Norway; or
- b) A citizen of the United Kingdom (UK); or
- c) A citizen of Switzerland pursuant to the agreement between the EU and Switzerland on the free movement of persons; or
- d) A non-EEA citizen who is a spouse or child of an EEA or Swiss citizen and has a stamp 4 visa; or
- e) A person awarded international protection under the International Protection Act 2015 or any family member entitled to remain in the State as a result of family reunification and has a stamp 4 visa; or
- f) A non-EEA citizen who is a parent of a dependent child who is a citizen of, and resident in, an EEA member state or Switzerland and has a stamp 4 visa

Closing date for Receipt of Applications – Wednesday 5th November 2025 at 12:00 noon

Application Procedure

Candidates must provide:

- a. a completed Housing Agency application form
- b. All sections of the application form must be completed.
- c. Applications should be typed and submitted via email in PDF format to recruitment@housingagency.ie
- d. Applicants will be short-listed based on the information supplied.
- e. Incomplete applications will not be considered for shortlisting.
- f. Applications will not be accepted under any circumstances after the closing date and Time.
- g. Canvassing by or on behalf of the applicant will automatically disqualify.

Should the person appointed decline or having accepted the position relinquish it or if any additional vacancy arises, The Housing Agency may, at its discretion, select and recommend another person for appointment on the results of the selection process.