



Special EU Programmes Body
Comhlacht na gClár Speisialta AE
Special EU Skemes Boadie

IT Student Placement (2 roles)

Fixed Term for 9 – 11 months

Candidate Information Booklet

Job Ref: ITS/04/23

A CV and cover letter must be submitted by e-mail to personnel@seupb.eu by Friday 16th June 2023 at 5:00pm. Please also complete the attached Equal Opportunities Monitoring Form and e-mail the completed form to tristan.hann@seupb.eu by the same deadline.

About Special European Union Programmes Body

The Special EU Programmes Body (SEUPB) is a North/South Implementation Body. It is responsible for administering EU structural funds for the PEACE IV and INTERREG VA cross border programmes, and soon to be launched PEACEPLUS Programme.

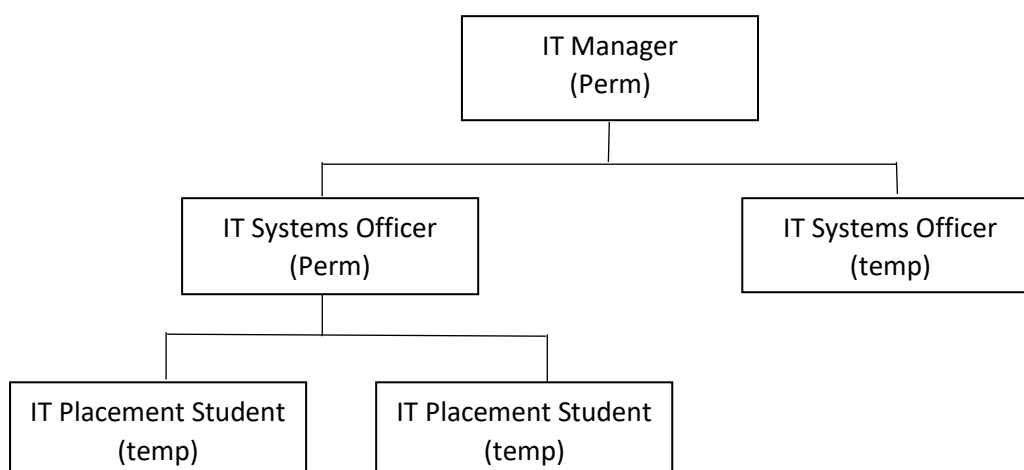
Our role is to help facilitate the positive impact that European Regional Development Funding has on the lives of people living across Northern Ireland, the border counties of Ireland and Western Scotland. This is an exciting time to join our organisation as we continue to support peace building, environmental protection, and enterprise development.

Additional information on the work of the SEUPB is available on-line at www.seupb.eu

Organisational Structure

The SEUPB has a Chief Executive, appointed by the North South Ministerial Council (NSMC). The Chief Executive is responsible for managing the organisation under the direction of the NSMC.

The Corporate Services Directorate has responsibility to provide support services to the body to allow it to function as needed, services such as HR, IT, Communications, Finance are all part of the Corporate Services Directorate. The IT Department currently consists of two permanent, full-time team members, an IT Manager and an IT Systems Officer, and currently employs a temporary IT Systems Officer. The team also currently has employs two undergraduate IT Placement students.



SEUPB Office Locations

The SEUPB has a Headquarters located in Belfast and two Regional Offices in Monaghan and Omagh (see www.seupb.eu for more information). The IT team is responsible for providing IT services to all three offices.

SEUPB IT Estate

The IT Estate is a hybrid configuration made up of both cloud services hosted online, and back-office systems hosted mainly within SEUPB data centre in its head office Belfast. Currently SEUPB has just over 50 Servers to manage which facilitates key back-office services to the body, these Servers are a mixture of Physical HPE and DELL Servers installed and configured within a dedicated rack in our head office data centre, and Microsoft Hyper-V Virtual Servers. Within the data centre we use a mixture of HPE Storage Arrays (SAN) for critical line of business systems, and Synology NAS for our storage networks for retaining less critical services.

Each end user within SEUPB has a laptop to facilitate a hybrid / flexible working pattern. There are now approx. 90 end users to support all using HP laptops (since pandemic). Each laptop is configured with BitLocker Drive Encryption, Windows 10 Enterprise Edition and uses a Palo Alto 'always on' Prisma VPN connection to ensure security of connectivity in any location (office or remote). To further secure the workstation fleet we have implemented Cisco DUO Multi-Factor authentication on each laptop which requires a second layer of authentication to gain access to the user desktop.

The Network is comprised of 4 Local Area Networks (LAN) and a Wide Area Network (WAN). The LAN networks comprise of 3 segmented client networks and one server/storage network for improved security, each network is setup and managed using CISCO PoE Stackwise Switches. The WAN provides connectivity services of our 3 geographical office locations using a VPLS service provision from a local ISP and the primary link hardware used to enable connectivity are Juniper SRX devices managed by the telecoms service provider.

The network topology also comprises of backup services all managed through the telecoms service provider using Fibre broadband connections and FortiGate firewalls which are directly linked to SEUPBs Prisma portal only. Internet Services are managed by local telecoms service providers for the initial connection in each jurisdiction and a separate IT security provider for Firewall Managed Services. The internet or perimeter network are all

protected using Palo Alto firewalls within SEUPB data centre in Belfast office, these firewalls also connect to Palo Alto Prisma cloud services which provide a cloud vpn service to facilitate secure remote working.

SEUPB has many back-office systems in the IT estate which require routine administration and maintenance by the team, most systems also have a test environment. Key systems are; Active Directory, Infor Sunsystems – Finance, Content Manager - Records Management, File share, PAMS/ESS - HR, Xerox Print Management, SQL Server Database services, Backup Services, Anti-Virus, Windows Update Services, GFI Languard.



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JOB DESCRIPTION

JOB TITLE: IT Placement Student (2 Roles)

LOCATION: Belfast Head Office

SALARY SCALE: £22,519 per annum

REPORTS TO: IT Systems Officer

SUMMARY OF JOB:

To provide an effective IT support service to the SEUPB staff across our 3 office locations. Provision of assistance with maintaining and updating systems, solving day to day IT issues and ensuring security and integrity of the IT systems at all times. To advise the IT Systems Office and IT Manager on the procurement of IT goods and external services when necessary.

KEY FUNCTIONS:

- IT Helpdesk Support to SEUPB users
- IT Systems Maintenance and Administration
- IT Systems Security/Cyber Security
- IT Operational duties
- IT Research

MAIN DUTIES AND RESPONSIBILITIES

- Assist with management of desktop PCs, laptops, peripherals and communications systems hardware support including problem solving hardware issues, third party warranty management.
- Assist with desktop software support including operating systems, desktop applications, management and license tracking, etc.
- Administration of DUO two factor authentication portal and devices.
- Log tickets regarding IT systems/services via Freshdesk helpdesk system.
- Operationally ensure system backups are completed successfully
- Operationally check Security Incident Event Management (SIEM) logs/activity
- Assist with the maintenance and support of existing IT hardware and software.

- Assist with maintenance of all IT networks and electronic communication systems.
- Assistance with physical server hardware setup and support including problems solving server hardware issues,
- Assist with the setup, administration and management of the Hyper-V Virtual Server farm.
- Assist with maintaining a Cisco ICT network infrastructure, and third party warranty management etc.
- Assist with back-end systems administration for a variety of services including MicroFocus Content Manager, Microsoft SQL Server 2019 Cluster, MYSQL, Microsoft Exchange Online, Active Directory User Accounts, Symantec Anti-Virus, Cortex XDR, Software Updates, Security Management, and Network Management including VPN, Software installation, Print Management.
- Assist with daily ICT housekeeping duties to maintain the efficiency of the Systems.
- Provide system and other technical documentation in a complete, clear and concise manner, as needed.
- Provide a basic level of user support for EMS (Online Grant Funding system).
- Provide administration and support for other in-house databases.
- Assist with ongoing maintenance and content management of SEUPB website
- Work with the IT Team to update/refresh IT policies and procedures.
- Work with Certifying Authority and Corporate Finance team to maintain / develop Infor Q&A Reports
- Work with external IT Service Providers and Suppliers on an ad-hoc basis.
- Compliance with all organisational policies and procedures including the IT Network, Internet & Email policy and Health & Safety Policies.
- Support any user requirements capture and analysis as needed by SEUPB.
- Ad hoc duties as required by the Body.

The above is given as a broad range of duties and is not intended to be a complete description of the job role.



Eligibility Criteria

The placement is designed for students on sandwich courses* and is open to all individuals who meet the criteria set out below.

* Sandwich courses are usually courses which include a year of work experience 'sandwiched' between two or three years of concentrated study. During this year the student usually goes on relevant work experience with an employer or organisation.

Applicants must, by the closing date for applications:

1. Be students **currently** studying for **either** a Higher National Diploma **or** Degree in Computing **or** other discipline relevant to Information Communication Technology (only those courses with a computing content of 80% or more will be considered relevant).

AND

2. Have the opportunity to undertake a one-year ICT placement for the 2023/2024 academic year.

Candidates will only be appointed if confirmation is obtained from the college/university that they are required to return and complete their course.

Applications will also be considered from applicants who are currently studying relevant formal qualifications considered by the selection panel to be of an equivalent or higher standard to those stated.

Relevant or Equivalent Qualifications

If you are currently studying for a qualification that is relevant to ICT which you believe is equivalent to that required, you must also state in your cover letter WHY you consider the qualification should be accepted as equivalent and provide evidence that the course computing content is 80% or more.



Key Competency Areas

The selection process will include a competency-based interview.

The competencies are outlined below:

1. Seeing the Big Picture

Is about having an in-depth understanding and knowledge of how your role fits in with, and supports, organisational objectives and the wider public needs. It is about focusing your contribution on the activities which will meet organisational goals and deliver the greatest value.

2. Changing and Improving

People who are effective in this area are responsive, innovative and seek out opportunities to create effective change. For all employees, it is about being open to change, suggesting ideas for improvements to the way things are done, and working in 'smarter' more focused ways.

3. Collaborating and Partnering

People skilled in this area create and maintain positive, professional and trusting working relationships with a wide range of people within and outside the SEUPB, to help to achieve business objectives and goals. At all levels, it requires working collaboratively, sharing information and building supportive, responsive relationships with colleagues and stakeholders, whilst having the confidence to challenge assumptions.

4. Making Effective Decisions

Effectiveness in this area is about being objective, using sound judgement, evidence and knowledge to provide accurate, expert and professional advice. For all employees, it means showing clarity of thought, setting priorities, analysing and using evidence to evaluate options before arriving at well-reasoned, justifiable decisions.

5. Delivering at Pace

Effectiveness in this area means focusing on delivering timely performance with energy and taking responsibility and accountability for quality outcomes. For all employees, it is about working to agreed goals and activities and dealing with challenges in a responsive and constructive way.



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Application Process

You may apply for this opportunity by submitting your CV along with a cover letter addressed to the HR Officer by e-mail to personnel@seupb.eu. Please also complete the attached Equal Opportunities Monitoring Form and e-mail the completed form to Tristan Hann at tristan.hann@seupb.eu. The closing date is **5:00pm on Friday 16th June 2023**. In your cover letter you should demonstrate how you meet the eligibility criteria, why you are interested in this position and why you feel you are an ideal candidate for the role. Please tell us what course you are undertaking and what university you attend. The CVs and cover letters will be reviewed by a selection panel, and if successful at shortlisting stage you will be invited for an interview.

Interview Date

It is intended that interviews for this post will take place in the Belfast Office, Special EU Programmes Body, 2 Clarence St West, Belfast, BT2 7GP, date to be confirmed. Alternatively, the interviews may be held by MS Teams.

Competency Based Interviews

The selection panels will design questions to test the applicant's knowledge and experience in each of the key competency areas and award marks accordingly.

Interview Preparation

A competence-based interview requires you to:

- In your responses, focus on your ability to fulfil the competences required for effective performance in the role; and
- Provide specific examples of your experience in relation to the required competence areas.
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In preparation for the interview you may wish to think about having a clear structure for each of your examples, such as:

- Situation – briefly outline the situation;
- Task – what was your objective, what were you trying to achieve;
- Action – what did you actually do, what was your unique contribution;
- Result – what happened, what was the outcome, what did you learn.

The panel will ask you to provide specific examples from your past experience to demonstrate the range of behaviours associated with the competences being assessed. You should therefore come to the interview prepared to discuss in detail a range of examples which best illustrate your skills and abilities in each competence area. You may draw examples from any area of your work / life experiences.



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WHAT WE OFFER

Financial

To attract, motivate and retain talented people we believe an attractive, flexible and rewarding pay structure is essential. We therefore offer our employees competitive salaries.

Holidays

We offer our staff a generous annual leave entitlement of 25 days rising to 30 days after 5 years' service. In addition to this we also offer 12 statutory holidays in Northern Ireland.

Pension

The SEUPB operates a defined benefit occupational pension scheme (the North South Pension Scheme) worked out on a Career Average basis.

Employment Policies

SEUPB recognises the importance of work life balance and offers a range of flexible working policies and practices for its employees.

Learning and Development

SEUPB has a dedicated Learning and Development Strategy in which we provide our employees with the training they need to do their job and further develop their career in SEUPB.

Cycle to Work Scheme

You are encouraged to take advantage of our 'Cycle to Work' scheme, which enables you to hire a bike and equipment valued to £1,000 through a VAT-free scheme, for use commuting to and from work.

Family Leave

Maternity Leave – Up to 52 weeks of which 18 weeks is on full pay. We also offer Paternity Leave, Parental Leave/Shared Parental Leave and Adoption Leave.

Healthcare

All employees of SEUPB and their families and friends are eligible to join a private healthcare scheme which provides a range of healthcare services on a discretionary basis at a low monthly cost.

Employee Assistance Programme

All our employees have access to a fully independent 24-hour helpline to assist with any of life's issues or problems, along with access to an accredited counselling service. All of this is free and completely confidential.