

# PEACEPLUS

Northern Ireland - Ireland

Co-funded by the



European Union



UK Government



# Candidate Booklet

## IT Student Placement (2 Roles)

9-11 Months Fixed Term Contract



Special EU Programmes Body  
Comhlacht na gClár Speisialta AE  
Special EU Schemes Board



## FOREWORD

### Thank you for your interest in a role with the Special EU Programmes Body (SEUPB)

As an organisation, we pride ourselves on recruiting the best people and providing them with the tools and support they need to make a positive contribution to our work, while realising their full potential.

The Special EU Programmes Body is one of six cross-border bodies established under the Belfast/Good Friday Agreement. The SEUPB has the statutory remit for managing EU funding programmes within Northern Ireland and the border counties of Ireland.

This is an exciting time in the organisation's history as we celebrate twenty-five years of advancing peace, prosperity, and growth. Our new funding programme, PEACEPLUS, will build upon this work, investing €1.14 billion in a range of sectors including health and social care, the environment, rural regeneration, smart towns and villages and youth services while continuing the fundamental work of embedding peace and reconciliation.

The work we do is challenging but also incredibly rewarding, our offices in Belfast, Omagh and Monaghan are a hub of energy and enthusiasm. Our staff value the knowledge that they are making a positive and lasting contribution to society and the world that they live in.

We welcome those who share our vision for a better, more peaceful and more prosperous society and our belief that our combined effort can make that vision a reality.

This booklet will provide you with further information about the key responsibilities of the role you are applying for and sets out the skills and competencies required. We look forward to receiving your application.

**Gina McIntyre**

Chief Executive

Special EU Programmes Body



## INTRODUCTION

The Special EU Programmes Body (SEUPB) is one of six North South Bodies established in 1999 as a consequence of the Belfast/Good Friday Agreement – an agreement between the Government of Ireland and the Government of the United Kingdom of Great Britain and Northern Ireland.

The SEUPB has the statutory remit for managing EU funding programmes within Northern Ireland and the border counties of Ireland, helping to foster peace and prosperity across the region.

Over the last 25 years, the SEUPB has managed a number of European Union investment programmes, including the PEACE and INTERREG programmes.

A total of €3.39 billion has been invested through previous programmes, funding over 23,000 projects, and touching the lives of more than two million citizens.

The PEACEPLUS Programme will continue to provide this vital support to Northern Ireland and the border counties with an investment of €1.14 billion focusing on embedding peace and promoting prosperity across the region.

### **SEUPB Mission Statement:**

*“To improve people’s lives through partnership and cross border cooperation.”*

### **SEUPB Vision Statement:**

*“We will contribute to the development of a peaceful and prosperous society; striving to continually improve, drive simplicity and inspire our staff to be the best that they can be.”*

### **Our Guiding Principles:**

In carrying out our work we will adhere to the following guiding principles:

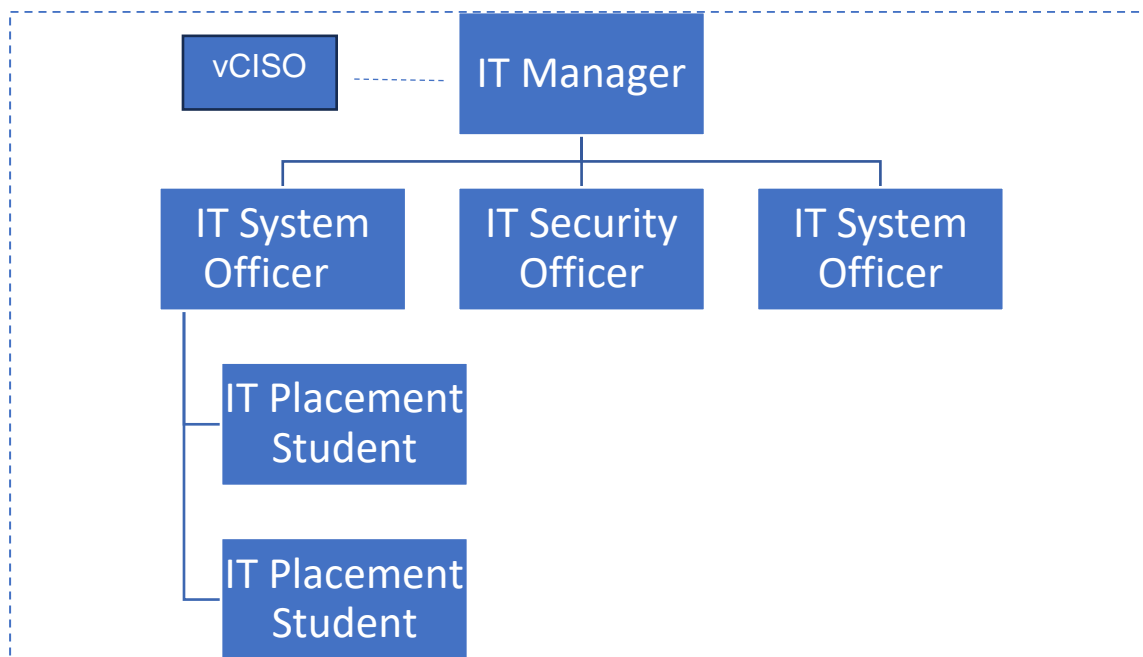
- We will deliver our mission, striving for excellence at all times. We subscribe to the principle of accountability and are prepared to be held accountable for all that we do.
- We will act at all times with the interests of our stakeholders, beneficiaries and the public to the fore and demonstrate the highest levels of integrity in ensuring the mission of the SEUPB is delivered.
- We will demonstrate equality and respect in all that we do and with everyone that we meet and work with.



## 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 6 members, an IT Manager, an IT Systems Officer, and a temporary IT Systems Officer. The team also has an IT Security Officer and two undergraduate IT Placement students. The team also is supported by an external Chief Information Security Officer (vCISO).



## LOCATION

The SEUPB has a Headquarters located in Belfast and two Regional Offices in Monaghan and Omagh (see [www.seupb.eu](http://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 separate geographical office locations using a VPLS service provision from a local ISP, and the primary hardware used to enable WAN 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 securely service 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.

On Premise:

- User Access - Active Directory
- User Access – DUO MFA
- Finance - Infor Sunsystems





- Records Management – OpenText Content Manager
- PAMS/ESS – HR
- Xerox Workspace - Print Management,
- SQL Server - Database services,
- Backup Exec - Backup Services,
- Symantec Endpoint and Cortex XDR Anti-Virus,
- Qualys – Vulnerability Management
- VPN – Global Protect
- Palo Alto Firewall and Panorama

Cloud:

User Access – Azure AD / Entra

Microsoft 365

EMS - Grand Funding System PEACE & INTERREG

JEMS – Grant Funding System PEACEPLUS

VPN / Secure Access - Prisma

Meraki - WiFi and Guest WiFi Services

SIEM – QRadar

## Job Description

**JOB TITLE:** IT Placement Student (2 Roles)

**LOCATION:** Belfast Head Office

**SALARY SCALE:** £23,071 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 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 2024/2025 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.

## Application Process

You may apply for this opportunity by applying directly on GetGot via <https://seupb.getgotjobs.co.uk/> or by scanning the below QR code.



## 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 virtually via 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.

### 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.

## 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're 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.



### **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.