**Grade V, Integration IT Specialist, ICT Information Services**

**Job Specification & Terms and Conditions**

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| **Job Title, Grade Code** | Grade V, Integration IT Specialist, ICT Information Services(Grade Code: 0566) |
| **Remuneration** | The salary scale for the post as of **01/08/2025** is: 51,718 53,265 54,843 56,456 58,078 **59,969 61,866 LSIs** New appointees to any grade start at the minimum point of the scale. Incremental credit will be applied for recognised relevant service in Ireland and abroad (Department of Health Circular 2/2011). Incremental credit is normally granted on appointment, in respect of previous experience in the Civil Service, Local Authorities, Health Service and other Public Service Bodies and Statutory Agencies. |
| **Campaign Reference** | G10510 |
| **Closing Date** | Tuesday, 7th October 2025 at 10am via Rezoomo only. |
| **Proposed Interview Date (s)** | Interviews will be held as soon as possible after the closing date. Candidates will normally be given at least one week’s notice of interview. The timescale may be reduced in exceptional circumstances. |
| **Taking up Appointment** | A start date will be indicated at job offer stage. |
| **Location of Post** | Galway University Hospitals, HSE West and North West.There is currently one specified purpose, whole-time vacancy available in Galway University Hospitals.A panel may be formed as a result of this campaign for Galway University Hospitals from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled.  |
| **Informal Enquiries**  | We welcome enquiries about the role. Contact Kevin Collins, ICT Manager, Galway University Hospital, Newcastle Road, Galway, H91 YR71**Tel:** (091) 542940 **Email:** kevina.collins@hse.ie for further information about the role. |
| **Details of Service** | The West and North West region provides acute and specialist hospital and community services to the West and North West of Ireland – counties Galway, Mayo, Roscommon, Sligo, Leitrim, Donegal and adjoining counties.The region comprises of 7 hospitals across 8 sites:* Letterkenny University Hospital (LUH)
* Mayo University Hospital (MUH)
* Portiuncula University Hospital (PUH)
* Roscommon University Hospital (RUH)
* Sligo University Hospital (SUH) incorporating Our Lady’s Hospital Manorhamilton (OLHM)
* Galway University Hospitals (GUH) incorporating University Hospital Galway (UHG) and Merlin Park University Hospital

The region’s Academic Partner is University of Galway.The region covers one third of the land mass of Ireland, it provides health care to a population of 830,000, employs over 20,000 staff **Vision**Our vision is to be a leading academic Hospital providing excellent integrated patient-centred care delivered by skilled caring staff.**Guiding Principles**Care – Compassion – Trust – LearningOur guiding principles are to work in partnership with patients and other healthcare providers across the continuum of care to:* Deliver high quality, safe, timely and equitable patient care by developing and ensuring sustainable clinical services to meet the needs of our population.
* Deliver integrated services across the Hospitals and communities, with clear lines of responsibility, accountability and authority, whilst maintaining individual hospital site integrity.
* Continue to develop and improve our clinical services supported by education, research and innovation, in partnership with NUI Galway and other academic partners.

Recruit, retain and develop highly-skilled multidisciplinary teams through support, engagement and empowerment. |
| **Mission Statement** | Patients are at the heart of everything we do. Our Mission is to provide high quality and equitable services for all by delivering care based on excellence in clinical practice, teaching, and research, grounded in kindness, compassion and respect, whilst developing our staff and becoming a model employer.**OUR GUIDING VALUES** **Respect** - We are an organisation where privacy, dignity, and individual needs are respected, where staff are valued, supported and involved in decision-making, and where diversity is celebrated, recognising that working in a respectful environment will enable us to achieve more. **Compassion** - we treat patients and family members with dignity, sensitivity and empathy.**Kindness** - whilst we develop our organisation as a business, we will remember it is a service, and treat our patients and each other with kindness and humanity. **Quality** – we seek continuous quality improvement in all we do, through creativity, innovation, education and research. **Learning** - we nurture and encourage lifelong learning and continuous improvement, attracting, developing and retaining high quality staff, enabling them to fulfil their potential. **Integrity** - through our governance arrangements and our value system, we will ensure all of our services are transparent, trustworthy and reliable and delivered to the highest ethical standards, taking responsibility and accountability for our actions. **Team working** – we engage and empower our staff, sharing best practice and strengthening relationships with our partners and patients to achieve our Mission. **Communication** - we communicate with patients, the public, our staff and stakeholders, empowering them to actively participate in all aspects of the service, encouraging inclusiveness, openness, and accountability.*These Values shape our strategy to create an organisational culture and ethos to deliver high quality and safe services for all we serve and that staff are rightly proud of.* |
| **Reporting Relationship** | * The post holder will report to the Clinical Portal ICT Operations Manager and/or Electronic Document Records Management System (EDRM) Application Manager.
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| **Key Working Relationships** | * Works closely with internal IT teams, system architects, application owners, project managers and user community to design and implement integration solutions.
* Collaborates with vendors, third-party service providers, and business stakeholders to ensure seamless data exchange between systems.
* Engages with end users and support teams to troubleshoot issues and optimise integration performance.
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| **Purpose of the Post**  | Galway University Hospitals (GUH) has implemented an Electronic Document Records Management System (EDRM). The aim was to move the organisation from paper based to a paper light solution. The main objectives of the EDRM project to improve patient care, lower health and safety /security risks associated with paper records and provide operation efficiency benefits to GUH as a whole. The system provides appropriate healthcare staff with access to relevant information they require in the right place, the right format and at the right time and reduce the problems of having islands of information that currently exist. This role is to assist with the full roll-put of this within all Services in GUH as well as throughout the West-Northwest RegionThe paper light solution will transform the hospitals from a wholly paper based patient record to an electronic portal type solution which includes:* Scanning of medical records
* Development of a ***clinical information portal*** which will interface to other electronic system for reports and correspondence and also includes functionality such as eforms, workflow solutions etc.

The post holder will work on developing the clinical information portal so that information from existing systems is integrated into the portal. The role will involve developing technical interfacing skills (part of project training programme) and working with the users and vendors of the different departmental system* Be trained and develop skills on the Information Portal, particularly in relation to the Integration Engine (this will be included in training programme)
* Import electronic documents into the new Information Portal ensuring the documents are correctly associated with the correct patient
* The creation and of ongoing and real time integrations from other systems such as clinical information systems and document correspondence systems.
* Mapping data messages to the EDRM (Evolve) system formats.
* Creation, administration and validation of rules using EDRM (Evolve) system software
* Develop technical skills on other system functionality particularly on smart indexing (using optical character recognition to classify documents as they are scanned)
* Continuous development work post implementation.
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| **Principal Duties and Responsibilities** | * The post holder will support the principle that care of the patient comes first at all times and will approach their work with the flexibility and enthusiasm necessary to make this principle a reality for every patient to the greatest possible degree
* Maintain awareness of the primacy of the patient in relation to all hospital activities.
* Performance management systems are part of the role and you will be required to participate in the hospital performance management programme

*Integration & Interfacing** Developing standards around document and systems integration working with Application Administrator
* Develop expert knowledge of Integration Engine and its use
* Develop and implement standards for document integration
* Creation of PDF and XML files for document ingestion where applicable.
* Managing the entire cycle of interface application development including analysis, design, specification, implementation, go live and support
* Participation in the migration phase of existing content.
* Working with other Work-streams to ensure correct data is in Evolve.
* Share “best practices” in interface design and development
* Ensure testing and validation is completed on all interfaces
* Experience creating, maintaining HL7 messages
* Support and Monitor all Integration ensure they are all working correctly
* Work with the Vendors and End User to resolve any issue in a timely manner
* Sign off User Interface Configurations.

*Smart Indexing** Training and implementation of Smart Indexing – including developing rules with clinicians.
* Work with the Project Manager, Application Administrator, Change Manager & other members of project team to identify any change in process, training or communication.
* Lead Smart Indexing session with the wider user base.
* Creation, administration and validation of rules using Evolve software.
* Identification of Smart Indexing document types with clinicians, Medical Records Manager and Change Manager.
* Ongoing maintenance of the smart indexing rules post go-live including ongoing review and improvement of smart indexing.
* Work with Change Management Work-stream to ensure Business Processes are supported by User Interface decisions

**Risk Management, Quality, Health & Safety*** Adequately identifies, assesses, manages and monitors risk within their area of responsibility.
* Have a working knowledge of the Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc. and comply with associated HSE protocols for implementing and maintaining these standards as appropriate to the role.Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service.

**Education & Training*** Engage in the HSE performance achievement process in conjunction with your Line Manager and staff as appropriate.

**KPI’s*** The identification and development of Key Performance Indicators (KPIs) which are congruent with the Hospital’s service plan targets.
* The development of Action Plans to address KPI targets.
* Driving and promoting a Performance Management culture.
* In conjunction with line manager assist in the development of a Performance Management system for your profession.
* The management and delivery of KPIs as a routine and core business objective.

**PLEASE NOTE THE FOLLOWING GENERAL CONDITIONS:*** Employees must attend fire lectures periodically and must observe fire orders.
* All accidents within the Department must be reported immediately.
* Infection Control Policies must be adhered to.
* In line with the Safety, Health and Welfare at Work Acts 2005 and 2010 all staff must comply with all safety regulations and audits.
* In line with the Public Health (Tobacco) (Amendment) Act 2004, smoking within the Hospital Buildings is not permitted.
* Hospital uniform code must be adhered to.
* Provide information that meets the need of Senior Management.
* To support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service.

**Risk Management, Infection Control, Hygiene Services and Health & Safety*** The management of Risk, Infection Control, Hygiene Services and Health & Safety is the responsibility of everyone and will be achieved within a progressive, honest and open environment.
* The post holder must be familiar with the necessary education, training and support to enable them to meet this responsibility.
* The post holder has a duty to familiarise themselves with the relevant Organisational Policies, Procedures & Standards and attend training as appropriate in the following areas:
	+ Continuous Quality Improvement Initiatives
	+ Document Control Information Management Systems
	+ Risk Management Strategy and Policies
	+ Hygiene Related Policies, Procedures and Standards
	+ Decontamination Code of Practice
	+ Infection Control Policies
	+ Safety Statement, Health & Safety Policies and Fire Procedure
	+ Data Protection and confidentiality Policies
* The post holder is responsible for ensuring that they become familiar with the requirements stated within the Risk Management Strategy and that they comply with the Region’s Risk Management Incident/Near miss reporting Policies and Procedures.
* The post holder is responsible for ensuring that they comply with hygiene services requirements in your area of responsibility. Hygiene Services incorporates environment and facilities, hand hygiene, catering, cleaning, the management of laundry, waste, sharps and equipment.
* The post holder must foster and support a quality improvement culture through-out your area of responsibility in relation to hygiene services.
* The post holders’ responsibility for Quality & Risk Management, Hygiene Services and Health & Safety will be clarified to you in the induction process and by your line manager.
* The post holder must take reasonable care for his or her own actions and the effect that these may have upon the safety of others.
* The post holder must cooperate with management, attend Health & Safety related training and not undertake any task for which they have not been authorised and adequately trained.
* The post holder is required to bring to the attention of a responsible person any perceived shortcoming in our safety arrangements or any defects in work equipment.
* It is the post holder’s responsibility to be aware of and comply with the HSE Health Care Records Management/Integrated Discharge Planning (HCRM / IDP) Code of Practice.

**The above Job Specification is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to them from time to time and to contribute to the development of the post while in office.** |
| **Eligibility Criteria****Qualifications and/ or experience** | Candidates must on the closing date:**Professional Qualifications, Experience, etc**(a) Eligible applicants will be those who on the closing date for the competition:(i) Have satisfactory experience as a Clerical Officer in the HSE, TUSLA, other statutory health agencies, or a body which provides services on behalf of the HSE under Section 38 of the Health Act 2004. **OR**(ii) Have obtained a pass (Grade D) in at least five subjects from the approved list of subjects in the Department of Education Leaving Certificate Examination, including Mathematics and English or Irish1. Candidates should have obtained at least Grade C on higher level papers in three subjects in that examination.**OR**(iii) Have completed a relevant examination at a comparable standard in any equivalent examination in another jurisdiction**OR**(iv) Hold a comparable and relevant third level qualification of at least level 6 on the National Qualifications Framework maintained by Qualifications and Quality Ireland, (QQI).*Note1:* *Candidates must achieve a pass in Ordinary or Higher level papers. A pass in a foundation level paper is not acceptable. Candidates must have achieved these grades on the Leaving Certificate Established programme or the Leaving Certificate Vocational programme. The Leaving Certification Applied Programme does not fulfil the eligibility criteria.***AND**(b) Candidates must possess the requisite knowledge and ability, including a high standard of suitability, for the proper discharge of the office.**Age**Age restriction shall only apply to a candidate where s/he is not classified as a new entrant (within the meaning of the Public Service Superannuation (Miscellaneous Provisions) Act, 2004). A candidate who is not classified as a new entrant must be under 65 years of age on the first day of the month in which the latest date for receiving completed application forms for the office occurs.**Health**A candidate for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service. **Character**Each candidate for and any person holding the office must be of good character. |
| **Post Specific Requirements** | * Minimum of 3 years’ experience in delivering IT integration solution in a large organisation.
* Experience of Vendor Management
* Demonstrates strong delivery of IT projects within a team
* Excellent analytical and problem-solving skills.
* Strong communication and interpersonal skills, with the ability to work across multidisciplinary teams.
* Demonstrated ability to manage projects and deliver results within deadlines.
* Knowledge of data protection regulations (e.g., GDPR, HSE guidelines).
* Familiarity with electronic health records or hospital information systems.
* Proven project implementation experience in large scale IT
* Strong stakeholder engagement experience, include presented to Senior Management
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| **Other requirements specific to the post** | * A flexible approach to working hours is required in order to ensure deadlines are met.
* Ability to work on-site in GUH and to travel to meet both Vendors and End Users with the region
* Willingness to be on-call
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| **Skills, competencies and/or knowledge** | **Professional Knowledge & Experience*****Demonstrate:**** General Experience with IT systems including HTML
* Evidence of having IT skills – experience whether work or home based is essential
* Strong analytical, technical and troubleshooting skills
* Ability to analyse data, problem solve and clearly communicate solutions
* Ability to coordinate activities including multiple players i.e. vendors, subject matter experts and end users
* Awareness and appreciation of the service user.

**Planning & Managing Resources to deliver a quality service** ***Demonstrate:**** Evidence of effective planning and organising skills
* Demonstrate ability to manage deadlines and effectively handle multiple tasks.
* The ability to use computer technology effectively for the management and delivery of results
* The ability to take responsibility and be accountable for the delivery of agreed objectives
* A logical and pragmatic approach to workload, delivering the best possible results with the resources available
* Demonstrate ability to manage deadlines and effectively handle multiple tasks.
* Evidence of setting high standards for self and the team
* Evidence of proactively identifying areas for improvement and the development of practical solutions for their implementation

**Evaluating Information, Problem Solving & Decision Making** ***Demonstrate:**** The ability to collate and analyse information from relevant sources
* Ability to multitask and meet strict deadlines
* Initiative in the resolution of issues
* A capacity to develop new ideas and put forward solutions to address problems
* Demonstrate quality focus

**Building & Maintaining Relationship including Leadership & Teamwork*****Demonstrate:**** Demonstrate team management skills including the ability to work with multi-disciplinary team members.
* The ability to work as part of a team, supporting individuals as required.
* Flexibility and willingness to adapt, positively contributing to the implementation of change

**Communications & Interpersonal Skills*****Demonstrate:**** Excellent communication and interpersonal skills to enable building relationships, empathising and focusing on the service user.
* The ability to build and maintain relationships with colleagues and other stakeholders to assist in performing the role
* The ability to present information in a clear and concise manner when speaking and in writing.
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| **Campaign Specific Selection Process****Ranking/Shortlisting / Interview** | A ranking and or shortlisting exercise may be carried out on the basis of information supplied in your application form. The criteria for ranking and or shortlisting are based on the requirements of the post as outlined in the eligibility criteria and skills, competencies and/or knowledge section of this job specification. Therefore it is very important that you think about your experience in light of those requirements. Failure to include information regarding these requirements may result in you not progressing to the next stage of the selection process. Those successful at the ranking stage of this process, where applied, will be placed on an order of merit and will be called to interview in ‘bands’ depending on the service needs of the organisation. |
| **Diversity, Equality and Inclusion**  | The HSE is an equal opportunities employer.Employees of the HSE bring a range of skills, talents, diverse thinking and experience to the organisation. The HSE believes passionately that employing a diverse workforce is central to its success – we aim to develop the workforce of the HSE so that it reflects the diversity of HSE service users and to strengthen it through accommodating and valuing different perspectives. Ultimately this will result in improved service user and employee experience. The HSE is committed to creating a positive working environment whereby all employees inclusive of age, civil status, disability, ethnicity and race, family status, gender, membership of the Traveller community, religion and sexual orientation are respected, valued and can reach their full potential. The HSE aims to achieve this through development of an organisational culture where injustice, bias and discrimination are not tolerated. The HSE welcomes people with diverse backgrounds and offers a range of supports and resources to staff, such as those who require a reasonable accommodation at work because of a disability or long-term health condition. Read more about the HSE’s commitment to [Diversity, Equality and Inclusion](https://www.hse.ie/eng/staff/resources/diversity/diversity.html)  |
| **Code of Practice** | The Health Service Executive will run this campaign in compliance with the Code of Practice prepared by the Commission for Public Service Appointments (CPSA).The CPSA is responsible for establishing the principles to be followed when making an appointment. These are set out in the CPSA Code of Practice. The Code outlines the standards to be adhered to at each stage of the selection process and sets out the review and appeal mechanisms open to candidates should they be unhappy with a selection process.Read the [CPSA Code of Practice](https://www.cpsa.ie/pdf/?file=https://assets.cpsa.ie/media/275828/b88e3648-c663-4293-9471-d2d75bd1d685.pdf).  |
| The reform programme outlined for the health services may impact on this role, and as structures change the Job Specification may be reviewed.This Job Specification is a guide to the general range of duties assigned to the post holder. It is intended to be neither definitive nor restrictive and is subject to periodic review with the employee concerned. |

**Grade V, Integration IT Specialist, ICT Information Services**

**Terms and Conditions of Employment**

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| **Tenure**  | The current vacancy available is temporary and whole time. The post is pensionable. A panel may be created from which permanent and specified purpose vacancies of full or part time duration may be filled. The tenure of these posts will be indicated at “expression of interest” stage. Appointment as an employee of the Health Service Executive is governed by the Health Act 2004 and the Public Service Management (Recruitment and Appointments) Act 2004 and Public Service Management (Recruitment and Appointments) Amendment Act 2013. |
| **Working Week** | The standard weekly working hours of attendance for your grade are **35** hours per week. Your normal weekly working hours are **35** hours. Contracted hours that are less than the standard weekly working hours for your grade will be paid pro rata to the full time equivalent.You are required to work agreed roster/on-call arrangements advised by your Reporting Manager. Your contracted hours are liable to change between the hours of 8.00am and 8.00pm over seven days to meet the requirements for extended day services in accordance with the terms of collective agreements and HSE Circulars. |
| **Annual Leave** | The annual leave associated with the post will be confirmed at Contracting stage. |
| **Superannuation** | This is a pensionable position with the HSE. The successful candidate will upon appointment become a member of the appropriate pension scheme. Pension scheme membership will be notified within the contract of employment. Members of pre-existing pension schemes who transferred to the HSE on the 01st January 2005 pursuant to Section 60 of the Health Act 2004 are entitled to superannuation benefit terms under the HSE Scheme which are no less favourable to those which they were entitled to at 31st December 2004 |
| **Age** | The Public Service Superannuation (Age of Retirement) Act, 2018\* set 70 years as the compulsory retirement age for public servants.***\* Public Servants not affected by this legislation:***Public servants joining the public service or re-joining the public service with a 26 week break in service, between 1 April 2004 and 31 December 2012 (new entrants) have no compulsory retirement age.Public servants, joining the public service or re-joining the public service after a 26 week break, after 1 January 2013 are members of the Single Pension Scheme and have a compulsory retirement age of 70. |
| **Probation** | Every appointment of a person who is not already a permanent officer of the Health Service Executive or of a Local Authority shall be subject to a probationary period of 12 months as stipulated in the Department of Health Circular No.10/71. |
| **Protection of Children Guidance and Legislation** | The welfare and protection of children is the responsibility of all HSE staff. You must be aware of and understand your specific responsibilities under the Children First Act 2015, the Protections for Persons Reporting Child Abuse Act 1998 in accordance with Section 2, Children First National Guidance and other relevant child safeguarding legislation and policies. Some staff have additional responsibilities such as Line Managers, Designated Officers and Mandated Persons. You should check if you are a Designated Officer and / or a Mandated Person and be familiar with the related roles and legal responsibilities.Visit [HSE Children First](https://www.hse.ie/eng/services/list/2/primarycare/childrenfirst/resources/) for further information, guidance and resources. |
| **Infection Control** | Have a working knowledge of Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc. and comply with associated HSE protocols for implementing and maintaining these standards as appropriate to the role. |
| **Health & Safety** | It is the responsibility of line managers to ensure that the management of safety, health and welfare is successfully integrated into all activities undertaken within their area of responsibility, so far as is reasonably practicable. Line managers are named and roles and responsibilities detailed in the relevant Site Specific Safety Statement (SSSS). Key responsibilities include:* Developing a SSSS for the department/service[[1]](#footnote-2), as applicable, based on the identification of hazards and the assessment of risks, and reviewing/updating same on a regular basis (at least annually) and in the event of any significant change in the work activity or place of work.
* Ensuring that Occupational Safety and Health (OSH) is integrated into day-to-day business, providing Systems Of Work (SOW) that are planned, organised, performed, maintained, and revised as appropriate, and ensuring that all safety related records are maintained and available for inspection.
* Consulting and communicating with staff and safety representatives on OSH matters.
* Ensuring a training needs assessment (TNA) is undertaken for employees, facilitating their attendance at statutory OSH training, and ensuring records are maintained for each employee.
* Ensuring that all incidents occurring within the relevant department/service are appropriately managed and investigated in accordance with HSE procedures[[2]](#footnote-3).
* Seeking advice from health and safety professionals through the National Health and Safety Function Helpdesk as appropriate.
* Reviewing the health and safety performance of the ward/department/service and staff through, respectively, local audit and performance achievement meetings for example.

**Note**: Detailed roles and responsibilities of Line Managers are outlined in local SSSS.  |

1. A template SSSS and guidelines are available on [writing your site or service safety statement](https://healthservice.hse.ie/staff/health-and-safety/safety-statement/).

2 Structures and processes for effective [incident management](https://www2.healthservice.hse.ie/organisation/qps-incident-management/incident-management/) and review of incidents. [↑](#footnote-ref-2)
2. [↑](#footnote-ref-3)