The Competition and Consumer Protection Commission (CCPC).

Candidate Information Booklet

Job Title:	**Senior Systems Analyst**
Grade:	**Higher Executive Officer (HEO)**
Closing date:	**3.00pm, Monday, 30th June, 2025**

CCPC

Coimisiún um
Iomaíocht agus
Cosaint Tomhaltóirí

Competition and
Consumer Protection
Commission

General Information:

Job Title: Senior Systems Analyst

Grade: Higher Executive Officer (HEO)

Starting Salary: *€58,264

*Point of entry on this salary scale may differ from the minimum point of the scale if the successful candidate is a current public or civil servant.

Employing Authority: Competition and Consumer Protection Commission (CCPC)

Office Location: Bloom House, Railway Street, Dublin 1, D01 C576

Working Hours: 35 hours per week

Hybrid / Agile / Remote Working: You will be required to attend the office at least 40% of your time and can avail of remote working up to 60% of your time, this is subject to business requirements.

The CCPC generally operates on a fully remote basis during the month of August and fully remote over the Christmas period. This arrangement is subject to business requirements.

Closing Date: 3.00pm, Monday, 30th June, 2025

Annual Leave: 29 days per annum.

Tenure: Wholetime, Permanent

The Competition and Consumer Protection Commission (CCPC):

The Competition and Consumer Protection Commission ("CCPC") is the statutory body responsible for enforcing competition and consumer protection law in Ireland. The CCPC's broad mandate, covering all sectors of the economy, gives it a vital role in ensuring that markets work better for consumers.

We are governed by an Executive Chairperson and three Commission Members ("the Commission"). The Commission is responsible for the strategic and operational management of the organisation to deliver on our mission and meet our regulatory objectives.

Each Division of the CCPC is overseen by a Member of the Commission, led by a Divisional Director and managed by a senior management team from within the Division. We are staffed with people from a wide range of technical backgrounds, including economists, lawyers, digital forensic specialists, investigators, communications professionals and more.

You can read our strategy statement which outlines the vision, mission, values and goals of the CCPC. Further information on the work of the CCPC to be found at www.ccpc.ie.

Equal Opportunities

The CCPC is an equal opportunities employer. We are committed to championing an inclusive and diverse workforce that reflects modern Ireland and the people we serve. We strive to create a culture where everyone has equal access to opportunity and feels comfortable and confident to be themselves at work. Reasonable Accommodations will be provided, if required, during this process. To discuss and request reasonable accommodations in confidence please contact ccpccareers@cpl.ie

Division Overview

The Corporate Services Division is key to supporting the wider functions of the CCPC, providing strategic and operational corporate support and advice to the different business units of the CCPC to achieve its statutory goals and responsibilities. The CCPC has recently established a new Digital Solutions unit to work alongside the ICT Operations, Infrastructure and Security (OIS) team within the Corporate Services Division (CSD). The Digital Solutions unit within the Corporate Services Division has responsibility for supporting the overall ICT Strategy and the successful delivery of key ICT initiatives (current and future) required by the CCPC. The ICT OIS function ensures the smooth functioning and resilience of the technology environment through the delivery of robust and secure ICT infrastructure and services, including business continuity and disaster recovery.

The Role:

The CCPC is seeking to recruit a Senior Systems Analyst at HEO level to work in the Digital Solutions Unit.

This is an exciting opportunity to work as part of a unit that manages, supports and implements ICT initiatives within the organisation. The role will provide vital technical support for upcoming core digital initiatives such as the redevelopment of the CCPC's website and rebuild of CCPC Money Tool applications. Alongside core projects the team will also actively explore other potential digital solutions to support the organisation. We are seeking a motivated individual with strong technical aptitude to join our dynamic team in developing and maintaining mission-critical systems.

In addition to the immediate appointment from this campaign, an order of merit may be established. This may be used to fill any future vacancies at the same level within this or other Divisions of the CCPC where roles have similar responsibilities and/or similar skills are required.

The Successful Candidate:

The successful candidate will play a key role in the organisation's long-term growth by aiding a digital enterprise that leverages technology and automation to minimize redundancy, enhance efficiency, and provide superior data insights for better decision-making.

We are looking for an individual who:

- Has a track record of design, testing and delivery in an ICT environment;
- Has a creative mind-set and is innovative;
- Has excellent communication skills and works well in a team;
- Has a good understanding of digital solutions and a genuine interest in learning about new technology emerging to the market;
- Has a drive to use these technologies to bring about positive change.

Key Responsibilities:

Working as part of the Digital Solutions team, the Senior Systems Analyst role will be engaged in a range of functions such as:

- Supporting system configuration and software development of platforms and applications.
  - o UI interfaces using HTML, CSS, JavaScript, desktop UI builders.
  - o Server-side and client-side development within a Microsoft environment.
  - o Advise on software for websites, web applications, desktop, batch jobs.
- Playing an active role as part of the team involved in implementing digital solutions, testing and supporting end-to-end business solutions for use internally and externally.
  - o Conducting analysis and business process re-engineering to determine technical solutions for complex business problems.
  - o Supporting the development of ICT strategic and operational policy.
- Advising on best practice database management, code control and system integration using APIs.
- Designing, developing, and maintaining automated test frameworks (UI, API, and integration testing).
- Participating in code reviews, report and track defects using a bug tracking system (e.g. Azure Dev ops).
- Collaborating with developers to troubleshoot, resolve issues and continuous process improvement.
- Creating and maintaining comprehensive technical documentation, researching topics and summarising findings.
- Engaging with external suppliers on technical topics as required. For example, assisting with procurement or contract management.
- Undertaking such training and development as may be required to stay up to date with the technologies within the relevant area of operations.
- Performing any other additional tasks that may be assigned by the Head of Unit to deliver the business objectives of the Division and the CCPC.

Essential:

A qualification at Level 7 on the National Framework of Qualifications (NFQ) major award (i.e. an ordinary level degree), in Software Engineering, Computer Science or similar discipline and at least 2 years directly relevant experience from your employment to date.

OR

At least 4 years directly relevant experience from your employment to date and either:

a) a Level 6 qualification on the NFQ major award qualification, or higher, in a relevant area of Software Engineering, Computer Science or similar discipline.

or

b) at least 2 industry-recognised certifications in Software Engineering, Computer Science or similar discipline.

In addition, all candidates must be able to demonstrate a proven track record in:

- Experience with system configuration and software development (including version control and testing) of platforms and applications.
- Experience in both client-side/frontend and server-side/backend development.
- Knowledge of UI interfaces design principles, accessibility & best practice.
- Experience and knowledge of HTML, CSS, JavaScript & C#.
- Experience with database management and code control.
- Experience with system integration using APIs.
- Strong leadership, communication and collaboration skills.

Desirable:

- Experience across other programme languages such as SQL, VB.NET, Java, Python and COBOL.
- Experience with the Microsoft Azure, SQL server and Azure SQL.
- Knowledge of tracking and interpretation of key performance indicators (KPIs) such as response time, page load time, throughput, error rates, latency, and server resource utilization (e.g., CPU, memory, disk I/O) to assess system performance.
- Knowledge of testing the application's ability to scale horizontally and vertically and identifying performance bottlenecks in the application stack.
- Experience in RPA & AI.

Application Process:

To apply for this role using the link on the CCPC careers page, please submit an up-to-date CV, a statement with no more than 500 words demonstrating how your experience meets the essential criteria listed above.
Applicants should note that canvassing will result in your exclusion from the process.

Shortlisting:

Shortlisting of candidates will be based on the information provided in their application. In order to satisfy the shortlisting panel, you need to clearly highlight within your application how your skills and experience meet the essential criteria. If this is not clearly displayed, it may prevent your application progressing to the shortlisting stage.

Interview Process:

There will be one interview for this role that are likely to take place in mid July. During the interview, the CCPC will conduct competency style interviews based on the Higher Executive Officer (HEO) competencies below:

1) Team Leadership
2) Judgement, Analysis and Decision Making
3) Management and Delivery of Results
4) Interpersonal and Communication Skills
5) Specialist Knowledge, Expertise and Self Development
6) Drive and Commitment

Full details of these competencies can be found on the CCPC careers page under FAQ.

To find out more about what it is like to work in the CCPC, FAQ's, terms and conditions and the benefits on offer, please visit our CCPC careers page