



CANDIDATE INFORMATION BOOKLET

Open Competition for appointment to the position of:

IT Business Analyst – ICT Department – Corporate Services Division

National Standards Authority of Ireland

Closing Date:

17th of March 2026

PLEASE READ CAREFULLY

GDPR Privacy Statement is appended to the back of the booklet

National Standards Authority of Ireland is committed to a policy of equal opportunity

**Contact: NSAI Human Resources Department on 01 8073839 or at
1 Swift Square, Northwood, Santry, Dublin 9, Ireland
Telephone Number: (353) 1 8073839
URL: <https://www.nsai.ie/>**



JOB DESCRIPTION

JOB TITLE:	IT Business Analyst
DIVISION:	Corporate Services
DEPARTMENT:	ICT
UPDATED:	February 2026
REPORTS TO:	ICT Manager
GRADE:	Level D
REF	01-26
FULL TIME / PART TIME:	Full Time
STATUS:	Permanent

Job Overview

Ensure the provision of ICT business process support on an assignment basis to selected end user departments. Review existing processes and align IT support tools against them to improve efficiencies. Deliver on improved efficiencies in accordance with agreed ICT actions plans. Develop and deliver annual infrastructural upgrade plans. Provide a virtual communication and collaborate environment to support the business objectives of the organisation.

Key Tasks and Responsibilities

- Development and management of ICT project and operational plans.
- Provision of onsite training and end-user acceptance.
- Responsible for document management and collaboration setup and maintenance.
- Review and manage workflow planning, design and implementation.
- Review and research new proven technologies as to their suitability for use in NSAI.
- Liaise with external service providers to ensure best performance and service is provided to NSAI.
- Monitor, update and ensure compliance with IT procedures and policies.

This job specification is intended as a guide to the general range of duties for this post. It is intended to be neither definitive nor restrictive and will be subject to periodic review with the post holder.

Qualifications and Experience

Essential Criteria

- Educated to 3rd level or equivalent in a computer related discipline.
- A minimum of 3 years work experience in the IT Sector.
- Excellent database, workflow and end user reporting skills.
- Excellent business analysis and project management skills.
- Thorough knowledge of IT Platforms such as M365 Product Suite (SharePoint, Teams, Dynamics), Flowforma, DocumentsCorePack for MS Dynamics 365, PowerBi, Power Apps,
- Proven Record in leveraging MS PowerApp to enhance productivity



Technical Competencies

- **SharePoint Online Administration**
Managing sites, permissions, document libraries, and access issues.
- **Dynamics 365 CRM Configuration**
Customising entities, forms, views, and supporting solution deployments.
- **Power Automate Development**
Building and troubleshooting cloud flows integrating SharePoint and CRM.
- **Dataverse & Power Platform Knowledge**
Understanding table structures, security roles, and environment management.
- **M365 Governance & Integration**
Working with Azure AD permissions, connectors, and compliance controls.
- Security-First Mindset

Desirable Criteria

- Excellent interpersonal and communication skills.
- Experience of working in a Public Service environment.

Core Competencies

- High level of personal awareness and an adaptable approach to the ever-changing nature of the role.
- Excellent communications skills.
- Ability to work independently and as part of a team.
- Good organisational, time-management and problem-solving skills.
- Self-motivation, innovative and pro-active attitude.
- High level of attention to detail.

Key Competencies for IT Business Analyst

Team Leadership
<ul style="list-style-type: none"> • Works with the team to facilitate high performance, developing clear and realistic objectives and addressing performance issues if they arise • Provides clear information and advice as to what is required of the team • Strives to develop and implement new ways of working effectively to meet objectives • Leads the team by example, coaching and supporting individuals as required • Places high importance on staff development, training and maximising skills & capacity of team • Is flexible and willing to adapt, positively contributing to the implementation of change
Analysis and Decision Making
<ul style="list-style-type: none"> • Gathers and analyses information from relevant sources, whether financial, numerical or otherwise weighing up a range of critical factors • Takes account of any broader issues and related implications when making decisions • Uses previous knowledge and experience to guide decisions • Draws accurate conclusions and makes fair and balanced recommendations backed up by evidence • Puts forward solutions to address problems
Management & Delivery of Results
<ul style="list-style-type: none"> • Takes responsibility and is accountable for the delivery of agreed objectives • Successfully manages a range of different projects and work activities simultaneously • Structures and organises their own and others work effectively • Is logical and pragmatic in approach, delivering the best possible results with the resources available • Delegates work effectively, providing clear information and evidence as to what is required • Proactively identifies areas for improvement and develops practical suggestions for their implementation • Demonstrates enthusiasm for new developments/changing work practices and strives to implement these changes effectively • Applies appropriate systems/processes to enable quality checking of all activities and outputs • Practices and promotes a strong focus on delivering high quality customer service, for internal and external customers
Interpersonal & Communication Skills
<ul style="list-style-type: none"> • Builds and maintains contact with colleagues and other stakeholders to assist in performing in the role • Acts as an effective link between staff and senior management • Encourages open and constructive discussions around work issues • Is assertive and professional when dealing with challenging issues

- Treats others with diplomacy, tact, courtesy and respect, even in challenging circumstances
Expresses self in articulate and clear manner when speaking and in writing

Specialist Technical Knowledge, Expertise and Self Development

- Has a clear understanding of the role, objectives and targets and how they support the work of the ICT Department.
- Has high levels of expertise and broad Public-Sector knowledge relevant to his/her area of work
- Focuses on self-development, striving to improve performance
- Displays technical competence in their related sector with the ability to analyse and communicate complex technical material

Application and Selection Process

How to Apply

As part as of the application process, you will be required to submit the following documentation:

- a. A comprehensive CV detailed as relevant to the position (no longer than 3 pages)
- b. A short cover letter/ personal statement (i.e. no more than 2 pages) outlining why you wish to be considered for the post and where you believe your skills and experience meet the requirements for the position.

We request that **both documents are submitted in a single word document or PDF**

where possible.

Please note that omission of any or part of the 2 requested documents, as set out above, will render the application incomplete. Incomplete applications will not be considered for the next stage of the selection process.

Please upload your application via <https://www.nsa.gov.ie/about/work-with-us/>

If you do not receive an acknowledgement of receipt of your application within 2 working days of applying, please email recruit@nsai.gov.ie

Requests for Reasonable Accommodations

NSAI, in line with the Employment Equality Acts 1998-2015, will ensure that it does all that is reasonable to accommodate the needs of a person who has a disability and will ensure that its services are accessible across the range of disabilities.

If you require reasonable accommodations made, please indicate this during the application process by emailing human.resources@nsai.gov.ie or by writing to the following address: HR Department, NSAI, 1 Swift Square, Northwood, Santry, Dublin 9 DO9 AOE4. Any requests for reasonable accommodation need to be accompanied by a medical/psychologist's report, the purpose of which is to provide NSAI with information necessary to make the decision on reasonable accommodation as promptly as possible. NSAI will consider each request on a case by case basis. All information provided will be treated as strictly confidential.

Requests for Documentation/Information in an Alternative Format

All documents/information related to the application process is available in an alternative format. You can make a request for documents/information in an alternative format by



emailing human.resources@nsai.ie or in writing to the following address: HR Department, NSAI, 4th Floor, 1 Swift Square, Northwood, Santry, Dublin 9 DO9 AOE4.

Please provide the following details when making a request:

- Name, address, contact details
- Details of document/information being requested
- The information format sought

All requests will be acknowledged within 3 working days of receipt and will be dealt with within 10 working days. Where a delay in providing the requested information occurs, NSAI will confirm the new date the person can expect to receive the information. If NSAI is unable to provide the requested information, the reason will be explained fully in writing to the person making the request.

Closing Date

The closing date and time for applications is the 17th of March 2026. Applications received after the specified deadline will not be accepted.

If you do not receive an acknowledgement of receipt of your application within 2 working days of applying, please email human.resources@nsai.ie

Selection Methods

NSAI will convene an expert board to carry out the competitive stages of the selection process to the highest standards of best practice. The approach employed may include:

- Shortlisting of candidates on the basis of the information contained in their application;
- A competitive, competency focussed, interview;
- A second-round interview (if applicable);
- Presentation/Work sample/role play/media exercise, and any other tests or exercises that may be deemed appropriate; and
- Reference and online checks.

Shortlisting

Eligible internal candidates who meet the minimum stated job requirement as stated in the job description will progress to the interview stage of the recruitment process.

Prior to recommending any candidate for appointment to this position NSAI will make all such enquiries that are deemed necessary to determine the suitability of that candidate. Until all stages of the recruitment process have been fully completed a final determination cannot be made nor can it be deemed or inferred that such a determination has been made.

Interviews

The onus is on each applicant to ensure that she/he is in receipt of all communications from NSAI. Candidates should make themselves available on the date(s) specified by NSAI and should make sure that their contact details specified on their application are correct. NSAI will not be responsible for refunding any expenses incurred by candidates for attendance at interview.

Panel

Should the person recommended for appointment decline, or having accepted it, relinquish it, NSAI may at its discretion, select and recommend another person for appointment from a panel established for this purpose. Candidates will be placed on the panel in order of merit. Any panel created will expire after a designated period from its establishment (usually six



months). Placement on a panel is for the purpose of filling this appointment, candidates not appointed at the expiry of the panel will have no claim to this post thereafter.

Candidates' Rights– Review Procedures in relation to the Selection Process

NSAI will consider requests for review in accordance with its Recruitment & Selection Policy.

NSAI Recruitment and Selection Review Process

In relation to all NSAI recruitment campaigns, Human Resources (HR) take all necessary steps to ensure a fair, open and transparent appointment process that produces a quality outcome and commands public confidence. HR also abides by the core recruitment principles of probity, equity and fairness, selection based on merit, and best practice, which are observed in all NSAI recruitment processes. All appointments made will also comply with relevant employment and equality legislation, and all candidates will be treated fairly, to a consistent standard and in a consistent manner.

Stage One Review: When a request for a review of a selection decision is received from a candidate every effort is made to resolve the matter at Stage One by e.g. providing feedback to the candidate. The Stage One Review process may be availed of within five working days of notification of the initial decision and should normally take place between the candidate and the person who communicated the decision.

HR will carry out the Stage One Review without delay and within a period of time that enables the candidate to avail of the Stage Two Review procedures within the specified timelines should he/she so wish. Where a candidate remains dissatisfied following a Stage One Review, he/she may adopt the Stage Two procedures set out below. If the candidate wishes the matter to be dealt with by way of a Stage Two Review, he/she must notify HR within two working days of the notification of the outcome of the Stage One review. Recruitment and selection processes will not be suspended pending the outcome of a review.

Stage Two Review: The candidate must address his/her concerns in relation to the process in writing to the Head of HR, setting out those aspects of the action or decision in relation to his/her candidature that he/she wishes to have reviewed.

The candidate must support their request for review by outlining the facts they believe show the action/decision taken was wrong. A request for review may be refused if the candidate cannot support their request.

The case will be reviewed by a person other than any individual directly associated with the decision in question. The person(s) conducting the Stage Two Review will consider any written submissions made by the candidate, and all other relevant information, including any relevant e-mails, notes or memoranda held by HR in respect of the selection process. Where necessary, the reviewer may meet with the personnel involved in the selection process and/or the candidate for the purpose of eliciting further information. The outcome will generally be notified to the candidate within 10 working days of receipt of the complaint or request for review. Where the investigation does not allow a decision within this timeframe, the reviewer will keep the candidate informed of the status of the review. The decision of the Stage Two reviewer is final.

Deeming of candidature to be withdrawn

Candidates who do not attend for interview or other selection processes when and where required by NSAI, or who do not, when requested, furnish such evidence as NSAI require in regard to any matter relevant to their candidature, will have no further claim to consideration.



Principal Conditions of Service

Remuneration:

Level D Contributory scale: €55,881 (point 1), €74,725 (Max Point), €76,521 (LSI1*), per annum.

*Please note this increment is applicable after 3 years' service on the previous point.

All appointments are made in accordance with Department of Finance and Public Expenditure and Reform guidelines.

Salary implications for existing Civil/Public servants should be queried with HR Unit, NSAI.

Starting Salary

Candidates should note that entry will be at the first point of the appropriate scale and will not be subject to negotiation. The rate of remuneration may be adjusted from time to time in line with Government pay policy.

Duties of the Post

The duties and responsibilities set out in this job description are indicative of responsibilities related to this role. As with all posts, the nature of NSAI business is evolving and flexibility is required to adapt to changing business needs.

Annual Leave

Annual Leave 29 working days rising to 30 working days after 5 years' service. This leave is exclusive of Public Holidays.

Hours of Attendance

Hours of attendance will be fixed from time to time but will amount to not less than 35 hours net Monday to Friday per week. No additional payment will be made for extra attendance as the rate of remuneration payable covers any exceptional extra attendance liability that may arise from time to time.

Tenure

The appointment will be on a full-time, basis. The appointee must serve a probationary period, which lasts for 6 months. Should the appointee's service be satisfactory with regards to health, conduct, and efficiency generally during the probationary period, the appointee, on completion of the period will be finally appointed. Should the appointee's services be unsatisfactory, the appointment may be terminated at any time during the period.

Location

This position will be based at 1 Swift Square, Northwood, Santry, Dublin 9.

Confidentiality and Conflict of Interest

Employees are prohibited from having any personal or financial interest in any industry that NSAI certifies from the date of appointment with the NSAI. Employees are prohibited from disclosing any information in relation to the business of any person obtained in his/her capacity as an officer of the NSAI.

Superannuation and Retirement



The appointee will be offered public service pension terms and retirement age conditions in accordance with pension arrangements in NSAI depending on the status of the successful appointee:

a) In general, an individual who has no prior pensionable Public Service history in the 26 weeks prior to appointment will be a member of the Single Public Service Pension Scheme (Single Scheme) which commenced from 1 January 2013 [Section 10 of the Public Service Pensions (Single Scheme and Other Provisions) Act 2012 refers];

b) An individual who was a member of a "pre-existing public service pension scheme" as construed by the Public Service Pensions (Single Scheme and Other Provisions) Act 2012 and who does not qualify for membership of the Single Scheme will have standard public service pension terms reflecting new entrant or non-new entrant status for the purposes of the Public Service Superannuation (Miscellaneous Provisions) Act 2004.

Appointee's status for superannuation purposes

Appointees will be required to disclose their full public service history. Details of the appropriate superannuation provisions will be provided upon determination of appointee's status. The following points should be noted:

Pension Accrual

A 40-year limit on total service that can be counted towards pension where a person has been a member of more than one existing public service pension scheme will apply. This 40-year limit, which is provided for in the Public Service Pensions (Single Scheme and other Provisions) Act 2012 came into effect on 28 July 2012. This may have implications for any appointee who has acquired pension rights in a previous public service employment.

Pension Abatement

The Public Service Pensions (Single Scheme and Other Provisions) Act 2012 extended pension abatement so that a retiree's public service pension is liable to abatement on re-entering public service employment, even where the new employment is in a different area of the public service. However, if the appointee was previously employed in the Civil Service and awarded a pension under voluntary early retirement arrangements (other than the Incentivised Scheme of Early Retirement (ISER) or the Health Service Executive VER/VRS which render a person ineligible for the competition) the entitlement to payment of that pension will cease with effect from the date of reappointment.

Ill-Health Retirement

Please note that where an individual has retired from a Civil/Public Service body on the grounds of ill-health his/her pension from that employment may be subject to review in accordance with the rules of ill-health retirement within the pension scheme of that employment.

Annual Superannuation Contribution (ASC)

This appointment is subject to the ASC deduction as provided for under Part 4 of the Public Service Pay and Pensions Act 2017.

For further information in relation to public service superannuation issues please see the following website: <http://per.gov.ie/pensions>

GDPR Privacy Statement- Recruitment Process

Purpose of Processing



NSAI conducts a competency-based recruitment process to fill vacancies within the organisation. To complete this, interested individuals are asked to submit a completed internal application form for assessment by the interview panel. For the successful candidate, some of the information provided will form the basis of the contract of employment (e.g. address).

Legal Basis for Processing

- Necessary for performance of a contract or to enter into such a contract
- Compliance with legal obligation (Terms of Employment Information Act)

Recipients

The following shall receive your information for reasons outlined below:

Recipient	Reason
HR (internal)	Storing application, acknowledging responses and corresponding with applicants.
HR (external Service provider)	If outsourced support is sought, NSAI's outsourced HR provider may receive applications to assist with elements of administration, or to manage the entire recruitment process.
Interview Panel	The Interview Panel will receive your applications to conduct shortlisting and assessing applicants.
Referees	Applicants are asked to provide references for people who can be contacted to validate work records and/or comment on suitability of the applicant for the NSAI position in question. These people shall be contacted, and the applicants name will need to be provided to receive the reference.
Company Doctor	NSAI will use your personal details to refer you to the company doctor if considered for appointment.

Details of Data Transfers Outside the EU

This does not apply to this process.

Automated Decision Making

This does not apply to this process.

Retention Period for Data

For unsuccessful candidates, applications and correspondence shall be retained for 2 years. For successful candidates, their application will be placed on their employee file and retained during their employment and for 7 years thereafter.

Your GDPR Rights in Relation to this Process

Right	Explanation
Access	You can request and receive access to the information requested in the process at any time.
Portability	You can request and receive a copy of this data, in electronic/transferrable format, at any time.
Erasure	You can request the data held be erased. We have outlined the anticipated retention period above.
Rectification	You can request that any incorrect information, due to this information being updated or otherwise, be corrected.
Objection	You can object to this information being processed

If you have any questions or complaints about NSAI's use of your personal data, please contact NSAI's Data Protection Officer:

- By post: Data Protection Officer, National Standards Authority Ireland, 1 Swift Square, Northwood, Santry, Dublin 9 DO9 AOE4 ☐ by phone: +353 1 8073800



You also have the right to lodge a complaint with the Data Protection Commission if you are not happy with the way we have used your information or addressed your rights. Details of how to lodge a complaint can be found on the Data Protection Commission's website.