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Expertise TSB WANTS**   Previous experience in access control provisioning (2 years minimum)   Previous experience in Active Directory, SQL Databases and Role Based Access Control   Excellent written and verbal communication skills for collecting business requirements and communicating with cross functional teams.   Proven ability in working to tight deadlines and experience of supporting regulatory projects.   Experience in interpreting and validating system requirements through detailed accurate analysis   Demonstrate ability in challenging excessive user access requests and associated assumptions   Experience of being responsible for operating or implemented user access processes and controls   Demonstrated ability to learn quickly, add value immediately and meet deadlines  **Desired: EXPERTISE**   Previous experience working with banking systems or processes   Any experience of Identity Access Management Technologies   Previous experience of implementing role based access controls and segregation of duty tools.   Any experience working with Senior management or leadership teams   Knowledge of GDPR system access and information security compliance requirements  **Question Describe any experience you have in Access Control (User setup)**  **Answer**  I worked on the help desk at the start of my career and that gave me valuable insight into the end to end process from requests to implementation. Users requested access via an inhouse system, it was workflowed and all approvals made within the system. That allowed the help desk to log and track tickets and also work through issues with the users, which was an important element of my role.  Often people do not know what they need access to, if they described their issue, I helped them identify the system that they required access to and the forms that they needed. It was all done via the intranet at HP  **Do you know what Active Directory is?**  **Answer**  I know what Active directory is, basically it’s a system were organisational units are setup, roles, groups etc are defined their and the settings propagate to Service accounts and user accounts granting varying permissions.  Microsoft Active Directory is widely used as is Open Directory Server.  **How good is your SQL?**  **Answer**  I did a post graduate diploma in IT and more recently took a year out to study data management. I wrote quite complex SQL Statements as part of my main data project.  Whilst working for Wincore I prepared many customer reports using Crystal Reports. That required me to change the underlying queries in order to group and sort data. The underlying database was oracle, I used Crystal Reports to generate the reports  **What experience have you in gathering requirements?**  **Answer**  My role as Delivery Lead for the Bank of Ireland required, me to liaise very closely with the client in terms of changes in requirements around process and legislative changes. Interpretation was key and as I was the main point of contact, I always made sure to record everything and verify the shared understanding in writing, before implementing change.  We had standard operating procedures which defined practices and processes to be followed, many of these where under continuous change.  **Ability to challenge excessive user access requests, and how to control it is something they are looking for. Talk through the following**  **Answer**  Its human nature for people to want access to more systems and tools than the company will authorise or pay for. For example if someone never uses powerpoint why give it to them unless there is no licensing fee required from Microsoft. Likewise this applies to database developer tools etc.  One good way to managing this is to create a Standard Operating Procedure for requesting access to each system.  The individual requesting access must state their reason for the access.  Two Approvals should be given as standard for most licensed software, by line manager and department head.  Its important also that a log is maintained as to who has what installed. This should be automated by in-house spyware software to scan user’s pcs. Reports of installed software and its requirements should be challenged potentially every year. If someone changes a role where they no longer need software, the license should be handed back.  Without this process its difficult to control costs and manage access.  **Demonstrate your ability to learn quickly and meet deadlines.**  **Answer**  I’ve been working to tight deadlines for many years. My main focus is on being organised and planning the day ahead. Working in an agile manner greatly helps that, as sprints define the work load for a two week period or perhaps 3 for some teams.  I always try to learn from experience and improve my own work practices by making notes for myself which I may need later. I ‘m also a fan of sharing information and was responsible for maintaining a confluence site for the Digital Team at Aerlingus for all of the day to day activities and processes people had to follow such as   * Time Sheet Management * Building Access Control * GDPR Rules (What they could keep on their machine, tidy desk, personal details visibility etc) * Monthly Town Hall agenda, speakers etc |

**Describe experience of working in banking systems?**

Answer

Hardware and Software Installations have been a major part of my career. I’ve used many different systems in the roles I’ve had.

* I used SAP and was responsible for …………..
* I managed requests from the bank using ……………………..
* I used Excel at Vodafone to extrapolate PC inventory of users.…………….. similar could be applied to a Banking Situation
* I used Crystal Reports to generate details in relation to ATM installations and software updates.

I’ve used email extensively, to liaise with clients and understand the need for clear concise communication with people. I am excellent a communicating verbally and in writing.

**What experience have you working with management and leadership teams.?**

**Answer**

I have extensive experience liaising and reporting upwards within my organisations and to clients

I had to provide a weekly updates to the client at Bank of Ireland. This involved completing document called………………………. And sending it via Email, I usually followed up with a telephone call the following day to ensure that there were no follow on questions, or to clarify any issues they had

At Wincore I report to the Head of Delivery, I provided him with a weekly report of the status of installations and software upgrades.

I also reported to Finance in relation to costs and was responsible for dealing directly with the bank in relation to costs and billing.

I created the log of charges etc for our finance team and always ensured that they were correct before being entered into the system………………………

**What is your understanding of GDPR?**

**Answer**

**Stands for General Data Protection Regulation**

 Is a regulation in EU law on data protection and privacy for all individuals citizens of **the** European Union (EU) and **the** European Economic Area (EEA).

GDPR poses obligations on organisations that process personal data about customers and employees or any third parties

Penalties apply for breach of regulations

Part of my role at Vodafone was with GDPR compliance.

I had to collate details of individuals from various systems. These clients, third parties had to be notified that we had personal data on our systems in relation to them. Some data which had to be deleted was deleted.