



**Dublin City University
Faculty of Engineering and Computing**

IT Systems Engineer (Permanent Contract)

Introduction

Dublin City University (www.dcu.ie) is a young, dynamic and ambitious university with a distinctive mission to transform lives and societies through education, research and innovation. It is research-intensive, globally engaged and distinguished by both the quality and impact of its graduates, and its focus on the translation of knowledge into societal and economic benefit. DCU prepares its students well for success in life and in the workplace, by providing a high-quality education appropriate to solving grand global challenges of the 21st century. Excellence in its education and research activities has led to DCU's consistent presence in the rankings of the world's top young universities.

The Position

The Faculty of Engineering and Computing in DCU is currently recruiting an IT Systems Engineer to support its IT infrastructure and service delivery. This is an important senior IT role and is critical to the effective delivery of the Faculty mission and strategic goals across all activities, including teaching, research and industry engagement. Initially based in the School of Computing, s/he will play a leadership role as part of the School's IT team, directing and mentoring other team members as well as undertaking substantial aspects of the work themselves.

The majority of Faculty IT services run on a virtualised private cloud, running XenServer with multicore hosts and large Storage Array Networks. This private cloud is dual located and designed for resilience, redundancy and high availability. The network runs on a Juniper core with high-speed edge switches providing 1 Gb to the desktop. The School of Computing is one of three schools that constitute the Faculty of Engineering and Computing at Dublin City University and has laboratories with of 370 high spec desktop PCs (Windows/Linux) used for teaching, software development and laboratory based examinations.

The duties & responsibilities of the role will include, but are not limited to the following:

Key Responsibilities and Duties:

- Design and implementation of Faculty/School of Computing IT architecture and investigate relevant industry trends and emerging technologies to drive technological aspects of the School / Faculty.
- Overall responsibility for Faculty Private Cloud, for UNIX / Linux / Network, administration and security and for ensuring a consistent and efficient delivery of IT services.
- Take a leading role in IT strategy planning to meet the present and future business needs of the School.
- Develop the IT operational strategy to ensure optimal upkeep of equipment and facilities and to enhance resilience, redundancy and high availability of all services.
- Review of existing systems in respect to total cost of ownership and ensure efficient budgetary management through regular reporting and projection analysis of present and future operations needs.
- Collaborate with Faculty Management and IT staff to expand and develop the Faculty Disaster Recovery Business Continuity plan.
- Formulate proposals on operational issues for the Faculty Management board.

- Provision of safe, secure and reliable examination environment across multiple computing desktop laboratories.
- Conduct internal IT audits and liaise with external IT audit process.
- Correlate and coordinate technical procurement and service contracts.
- Manage software and OS license compliance.
- Conduct IT security and risk assessment.
- Direct junior IT team members, organize and conduct training and mentoring to develop IT support team.
- Field high-level technical inquiries from staff, research centres, postgraduates and undergraduates.
- Develop and implement School specific IT policies and ensuring compliance with all DCU ICT policies and guidelines.
- Responsible for managing the Server / Comms rooms.
- Liaise with research centre operations staff on provision of IT services.
- Liaise with ISS, Estates office and others central units on operations issues.
- Correlate the IT support inputs, for the School and Faculty quality review.
- Represent the Faculty/School at committees and working groups as appropriate.

The successful candidate will have experience:

- In the design, implementation and administration of a Virtualised Cloud environment to provide high availability services.
- Implementing and administering network services such as DNS, DHCP, LDAP, NFS, SSH, Samba, Squid and SMTP.
- Implementing migration from physical to virtualised IT environment.
- Supporting OS and application delivery to large numbers of desktop machines in both software development laboratories and office environment, using disk imaging technologies such as Symantec Ghost and Clonezilla.
- Automation of system processes using common scripting languages such as Bash, Python, Perl and Ruby.
- In the design and implementation of Content Management Systems, LAMP systems and virtual hosting of web sites.
- Implementing local and network firewalling methods to restricted both inbound and outbound internet access.
- Applying best practice with OS and application patch management.
- In deployment and upgrading of physical IT infrastructure including Servers, Storage Arrays, Switches, UPS and Network devices.

The successful candidate will also have:

- Excellent knowledge of monitoring and alert management systems
- Detailed knowledge of XenServer / XenCenter administration.
- Excellent understanding of backup and replication technologies for system and data recovery.
- Excellent working knowledge of Network protocol stack and network routing and switching technologies.
- An excellent understanding of IT architecture and infrastructure.
- A working knowledge of Juniper, HP and cisco Network OS.
- An ability to plan, document, and manage multiple / concurrent projects and tasks effectively.
- Advanced experience with Networks, Operating Systems, Storage solutions and with troubleshooting and resolution of problems in a complex IT setting.
- Strong interpersonal and communication skills, with the ability to work independently.

Given the distinct nature of the teaching and research activities undertaken in a third level education institution and in a Computing/Engineering department in particular, experience of working in such an environment would be a distinct advantage.

The Person

Candidates will have a primary and / or postgraduate degree in a relevant IT, Engineering or Computer Science discipline and should have substantial technical experience. S/he will be a practical, task-focused individual with good interpersonal skills. Further, an understanding of the requirements of University Computing/Engineering Schools with an awareness of appropriate current and developing technologies is desirable.

Salary Scale:

Analyst Programmer Grade III: €56,443 - €89,838. *

Appointment will be commensurate with qualifications and experience and in line with current Government pay policy

Closing date: Tuesday 11th December 2018

Application Procedure

Informal enquiries to:

Professor Rory O'Connor, Head of School of Computing, Dublin City University, Dublin 9, Ireland

Email: Rory.OConnor@dcu.ie

Tel: +353 (0)1 700 5643

Website: <http://www.computing.dcu.ie>

Please do not send applications to this email address, instead apply as described below

Application forms are available from the DCU Current Vacancies (open Competitions) website at <http://www.dcu.ie/vacancies/current.shtml> and also from the Human Resources Department, Dublin City University, Dublin 9. Tel: +353 (0) 1 7005149.

Please clearly state the role that you are applying for in your application and email subject line:

Job Ref #1063: IT Systems Engineer School Computing

Applications should be submitted by e-mail to hr.applications@dcu.ie or by Fax: +353 (0)1 700 5500 or by post to the Human Resources Department, Dublin City University, Dublin 9.

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