



**Information Systems & Services (ISS)  
Systems Analyst  
(Full-time 3 Year Contract Post)**

**Background:**

Dublin City University ([www.dcu.ie](http://www.dcu.ie)) is a research-intensive, globally-engaged, dynamic institution that is 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, rounded education appropriate to the challenges and opportunities of the 21st century.

DCU's excellence is recognised internationally with the University being ranked highly among leading global institutions. DCU is the only Irish University ranked in the QS Top 50 Universities in the world under 50 years old out of a total of almost 10,000 universities established since 1966. DCU is the Ireland's fastest growing University. It has a turnover of approximately €200m generated from the University's activities and from a significant commercial group of companies. Known as "Ireland's University of Enterprise", DCU is characterised by a focus on innovation and entrepreneurship, close engagement with the enterprise sector in its research and education activities, and its agility in effecting change.

DCU is now seeking to recruit an experienced Systems Analyst to work within the Information Systems Services (ISS) Department providing ICT services to the University community.

**Post Summary:**

The successful candidate will be part of a team within ISS providing project/systems support to the DCU community. S/he will play a key role in the delivery of technical support in respect of the university's business systems, and services. S/he will play a lead role in defining and implementing new/enhanced IT solutions and in identifying process improvements opportunities supporting DCU's objectives in terms of Operational and Academic Excellence.

S/he will have strong leadership, customer-service, and communications skills. S/he will work with staff at all levels across DCU's multiple campuses, and will be a key interface with other teams within the Information Systems Services Department, and with external partners

**Key Responsibilities**

- Combine investigative, analytical, and project management skills with knowledge of ICT hardware and software applications and technologies to provide support to approved projects and the successful delivery of the required activities across the project life-cycle.
- Use technical and business expertise to perform necessary investigation, analysis and evaluation to determine project feasibility.
- Contribute to develop project cost and benefit estimates to establish project worth including the development of alternative considerations leading to recommendations for new systems or equipment installations or change to existing ones.
- Apply a standards based project management methodology to ensure the timely delivery of expected project outcomes that meet user requirements, comply with all necessary regulatory/legislative requirements, in particular the General Data Protection Regulations, and align with the University's strategic objectives.
- Support the successful delivery of medium-to-large sized projects by liaising with stakeholders to determine their requirements, design/identify solutions to meet those requirements, and manage a cross-functional project team to deliver the specified solution.
- Accept accountability for the assigned project activities and use sound judgment in escalating issues where appropriate to ensure positive project outcomes
- Plan effectively for and support the implementation of complex multi-stakeholder projects spanning technical and academic domains.
- Ensure there is a clear understanding of the interdependencies of business processes and information systems.
- Translate functional business requirements for required system enhancements into technical design criteria for development by internal or external parties.
- Work with the technical team to ensure that any new systems or system enhancements are considered in the context of integrated solutions within the University's Enterprise Architecture.
- Document (at a business and technical level) the proposed solution, and gain buy-in from the appropriate key stakeholder.
- Proactively identify risk areas, develop appropriate solutions/mitigation responses, and escalate where appropriate.
- Manage the relationship with external project partners to ensure acceptable service delivery and customer satisfaction.
- Analyse and troubleshoot technical problems encountered within the University's IT solutions by setting priorities for problem resolution, monitor progress against agreed SLAs, and apply the appropriate escalation procedures.
- Provide alternative solutions and recommendations to complex problems and issues allowing the appropriate teams to decide on the best approach.
- Develop or assist in the development of work plans, task sequencing, and the extent to which tasks may be performed concurrently to effectively optimise the use of ISS resources across the annual programme of projects.
- Recommend the IT infrastructure needed for the optimum solution to business problems.
- Work closely with colleagues across ISS in the identification of opportunities for innovation and maximizing the effectiveness of ISS and the services it provides.
- Provide assistance in the general operations of ISS and undertaking other tasks that may be assigned from time to time by ISS Management.

**Person Specification:**

**Qualifications:**

The ideal candidate must hold a primary degree (NQV Level 7) in Information Technology, Computer Science or a similar relevant area.

**Applicants must:**

- Have a minimum of 5 yrs. experience in the analysis, specification, procurement of IT solutions, and a proven track record of implementing successful IT solutions in a higher education environment.
- Have experience of managing and delivering projects using an industry standard methodology.
- Have a strong aptitude for process and solution evaluation and design.
- Have a good appreciation of information technologies, in particular: relational databases, web technologies, workflow, business process mapping/analysis/redesign, software development tools and technologies, systems' integration techniques.
- Have a strong customer focus and be results driven.
- Be a strong team player, with ability to work under pressure to deadlines and be self-motivated.
- Have excellent interpersonal and communications skills, written, oral and organisational skills.
- Have an aptitude for problem identification, resolution and comprehension and interpretation of technical procedures.
- Have an understanding of the security, regulatory or legislative issues relevant the implementation/operation of IT systems with a public sector organisation.

Experience working in a customer focus role in a third level environment and an understanding of an Enterprise Architecture approach is desirable.

**Salary Scale: €48,468 - €65,543 (Senior Administrative Assistant II)**

*\* Appointment will be commensurate with qualifications and experience, and will be made on the appropriate point of the salary scales, in line with current Government pay policy.*

**Closing Date: 18<sup>th</sup> January 2019**

**Informal Enquiries to:**

Informal enquiries may be addressed to Ian Bell, Business Systems and Applications Manager.  
Email: [ian.bell@dcu.ie](mailto:ian.bell@dcu.ie) Tel: 01 700 8396

**Application procedure:**

Application forms are available from the DCU Current Vacancies (Open Competitions) website at <http://www4.dcu.ie/hr/vacancies/current.shtml> and also from the Human Resources Department, Dublin City University, Dublin 9. Tel: +353 (0)1 700 5149; Fax +353 (0)1 700 5500 Email: [hr.applications@dcu.ie](mailto:hr.applications@dcu.ie).

**Along with the application form, please submit a CV and cover letter.**

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

**Job Reference #1085 Systems Analyst – DCU Information Systems & Services**

Applications should be submitted by e-mail to [hr.applications@dcu.ie](mailto: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.

***Dublin City University is an equal opportunities employer***