DUBLIN CITY UNIVERSITY

INFORMATION SYSTEMS SERVICES

SENIOR ANALYST / PROJECT MANAGER

General Information

Dublin City University is a dynamic and innovative institution that is distinguished both by the quality and impact of its graduates and by its focus on the translation of knowledge into societal and economic benefit. Excellence in education and research has led to DCU’s consistent ranking among the world’s leading young universities. Having grown its student population by more than 50% in the past five years, DCU is Ireland’s fastest growing university and today hosts more than 17,000 students across its three academic campuses (DCU Glasnevin Campus; DCU St. Patrick’s Campus; DCU All Hallows Campus).

Information Systems Services

Information Systems Services is responsible for the design, procurement, implementation, management and enhancement of the University’s core ICT Systems and Services. With colleagues from key areas across the campuses of DCU ISS works to empower people by transforming University life with new and emerging digital technologies.

The technologies deployed at DCU support and facilitate researchers in their use of IT as an enabler for their research activities; assists academics and students in their teaching and learning activities; and enables the management and administration of the University. The Department provides a wide range of services including connectivity, communication, collaboration and desktop services to support the DCU community. ISS supports the IT needs of our students through our extensive online resources and our on-site computing resources. Our IT Service Desks located on all academic campuses provide technical support and advice to students and staff.

Role

Working as part of a team within ISS, the Senior Analyst/Project Manager will be responsible for the successfully delivery of all projects assigned to him/her. S/he will lead/support the specification, design and implementation of new IT solutions across all areas of the University. S/he will be responsible for the specification, design and implementation of changes/upgrades to existing IT solutions, liaising closely with the relevant business area(s), and will have significant involvement in the associated process improvements. S/He will be responsible for the provision of support in respect of designated existing IT solutions used by the University, but will also be expected to acquire in-depth knowledge of the other key system(s) supported by ISS.
Duties and responsibilities

Reporting to the Business Systems Manager, the Senior Analyst/Project Manager will:

- Have strong project management skills and the ability to lead one or more Project teams, consisting of key stakeholders (technical and non-technical) from across the University, focused on the delivery of transformational projects to time, cost and quality criteria across the project life-cycle. A PRINCE2 Practitioner or equivalent agile or traditional project management qualification is a distinct advantage for this role.
- Act as a mentor to staff across ISS, and within Project Teams, in relation to championing Project Management best practice and undertake quality assurance in respect of project activities and deliverables.
- Possess or acquire expert knowledge of the system(s), architecture and related services, processes and procedures for which ISS is responsible.
- Provide comprehensive support in respect of the suite of University systems supported by ISS, working closely with users from business areas and colleagues across ISS to resolve issues – functional, technical, performance, security and/or infrastructural – that arise in respect of the systems.
- Identify, articulate and implement opportunities for the application of technology and/or integration of systems, in conjunction with the business stakeholders, to automate existing processes to increase efficiency, deliver innovation and/or enhance the student or staff experience.
- Develop and maintain quality procedures and related documentation.
- Keep up-to-date on technical and industry developments, developing practice and best practice (nationally and internationally) in relation to relevant systems solutions, in particular those of relevance to Higher Education.
- Advise and support senior management within ISS, and when relevant business area managers, in consideration and/or prioritisation of systems development with a view to ensuring that the systems continue to meet the business needs of the University.
- As Project Lead or team member contribute to the design of business solutions, including the gathering and documentation of business requirements, the development and approval of specifications, advising and agreeing of technical specifications/Enterprise Architecture in conjunction with ISS colleagues, the development of test scripts, and the provision of training.
- Manage/Monitor assigned vendor relationship in conjunction with the relevant business area to ensure performance is in line with agreed SLA and/or defined KPIs.
- Represent ISS and/or University in relevant external fora, as directed by the Business Systems Manager, or the ISS Director.
- Any other duty which may be assigned from time to time by the Academic Secretary, or nominee.

Qualifications, experience and skills required

Applicants for the post must possess a primary degree, preferably in Information Technology, Computer Science or a relevant field, together with a minimum of five years relevant work experience, which should ideally include experience in the project management of complex projects and the specification, procurement, and implementation of business solutions in a third level environment.

In addition, applicants should possess the following:
A demonstrated aptitude for working in an environment of extensive change and have a flexible, calm and adaptable approach.

A proven track record in the management and delivery of complex IT projects and in solution evaluation

An ability to work with staff to establish project governance, drive decision-making, project planning, prioritisation, and delivery in support of the strategic objectives defined for the project

Knowledge of Project Management Tools and Techniques

Excellent organisational skills and experience of managing stakeholders at all levels of an organisation with sometimes competing requirements

An appreciation of information technologies, in particular, the following: relational databases, internet technologies, workflow, process redesign, software development tools and technologies and systems' integration techniques.

An thorough understanding of the IT Project lifecycle, ITIL and an appreciation of enterprise architecture within a HE environment

An understanding of process enhancement methodologies and related supporting technology

The ability to lead and manage project teams, the membership of which is drawn from across the University community

Excellent interpersonal and communications skills (written and oral).

Salary scale: €51,992 - €73,828 (Administrator I)

* 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: 18th January, 2019

Informal Enquiries to:

Informal enquiries may be addressed to Ian Bell, Business Systems and Applications Manager. Email: 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.

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 #1086 Senior Analyst/Project Manager – DCU Information Systems & Services

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.

Dublin City University is an equal opportunities employer