



## **DUBLIN CITY UNIVERSITY**

### **OFFICE OF THE VICE-PRESIDENT ACADEMIC AFFAIRS (REGISTRAR)**

#### **HEAD OF ACADEMIC SYSTEMS**

##### **Fixed Term Contract of up to four years**

#### **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).

#### **Academic Systems**

Reporting to the Academic Secretary, the recently established Academic Systems unit supports the Vice President Academic Affairs (Registrar) in exercising strategic ownership and oversight of core business solutions that are integral to the academic business of the University. Working closely with colleagues in Information Systems and Services and relevant business areas across the University, the unit complements and enhances existing business solutions and process expertise, giving particular consideration to business needs, the optimisation of business solutions and related process improvement.

In the context of its five year strategic plan, *Talent, Discovery and Transformation 2017-2022*, DCU has recently embarked on a process to procure a cloud based Student Information System (SIS) to support our objectives as a globally engaged university. The SIS Programme has a key role to play in the achievement of the University strategic goals, leveraging the affordances of digital technology and systems integration to enhance the experience of both students and staff, and facilitate operational excellence. The Academic Systems unit will ultimately assume responsibility for the solution to be implemented and, more immediately, will actively contribute, together with other key stakeholders to the SIS Programme, which is a significant change programme for the University.

#### **Overview of the Role**

Leading a small team of business analysts, the Head of Academic Systems will assume overall responsibility for the management and enhancement of core University business solutions that lie within the Vice President Academic Affairs (Registrar)'s remit, viz., the student information system, and the timetabling and room booking system. S/he will be responsible for the line management and professional development of staff associated with the unit, and for the on-going development and operation of the unit within an overall framework of continuous improvement. In common with unit members, the Head

will be expected to acquire in-depth knowledge of the core business solutions and related business processes that the unit supports, and will assume overall responsibility for the specification, configuration and implementation of business solution changes and upgrades, and associated process improvements, that fall within the unit's remit. Liaising closely with IT colleagues and relevant business units, s/he will assume a leadership role in the on-going introduction of new or replacement business solutions, as required.

### **Duties and responsibilities**

Reporting to the Academic Secretary, the **Head of Academic Systems** will be responsible for:

- Managing the development and on-going operation of the unit within an overall framework of continuous improvement that is in keeping with the vision for the unit and is integral to the realisation of existing and emerging University strategic objectives
- The line management and continuous professional development of the staff that make up the unit, ensuring that their technical expertise, skills sets and competencies, as well as their knowledge of relevant business processes, remain current and capable of maximising the impact of unit and the business solutions for which it is responsible
- Ensuring optimum utilisation of the core academic business solutions for which the unit has responsibility to effectively and efficiently meet University business needs, working proactively with all relevant business units to this end
- Managing the development and implementation of an annual programme of training and development for users of the core business solutions for which the unit has responsibility, establishing super-user cohorts, ensuring high quality training resources are in place and continually updated, liaising with relevant business units to this end and working within a stipulated budget to achieve maximum impact
- Managing the identification, configuration and implementation of business solutions, including the gathering and documentation of business requirements, the development and approval of specifications, the development of test scripts, and the provision of training
- The specification and implementation of business solution changes and upgrades, and associated process improvements, in conjunction with relevant business units
- Overall management of current and future vendor relationships and related licensing, including the management of associated budgets
- Ensuring the successful delivery of all projects for which the unit is responsible, and leading specific University-wide project teams and/or groups as required
- Proactively identifying substantive opportunities for greater business integration, business process automation, innovation and increased efficiency and related process improvement, developing proposals (including relevant costing, impact modelling etc.) for referral, as appropriate, to Senior Management, and managing subsequent implementation
- Oversight of access to the business solutions that lie with the unit's remit and associated user hierarchies, where relevant
- Providing high level technical advice to senior colleagues, informing Senior Management decision-making and taking systems-related decisions that will have University-wide impact
- Ensuring that the unit's operation is informed by industry and sectoral developments, emerging technical developments and trends, evolving practice and best practice

- Representing the Unit and/or University in relevant external fora, as directed by the Academic Secretary
- Deputising for the Academic Secretary in relation to systems and/or unit related matters, as appropriate
- Any other duty which may be assigned from time to time by the Academic Secretary.

## **Person Specification**

### **Qualifications**

Candidates for this senior role must have an honours degree and preferably be qualified to postgraduate level in Information Technology, Computer Science or other relevant field.

### **Knowledge & Experience (essential and desirable)**

The successful applicant will possess:

- A minimum of ten years relevant experience and a proven track record of success as a senior business analyst, ideally within the higher education sector, or other complex business environment
- Substantial experience in the specification, procurement, and implementation of business solutions, preferably within the higher education sector, or other complex business environment
- Direct line management experience
- Experience leading complex project teams, the membership of which is drawn from a variety of business process, technical and other areas, and a proven track record of project delivery to deadline and within budget
- An in-depth appreciation of information technologies, in particular, the following: relational databases, internet technologies, workflow, process redesign, software development tools and technologies, and systems' integration techniques
- A demonstrable understanding of the software development lifecycle and of enterprise architecture.

### **Skills & competencies**

The successful applicant will:

- Be capable of exercising judgement and making decisions on a wide range of systems and related process matters
- Demonstrably possess the leadership capability, influencing and relationship building skills necessary to drive projects to successful conclusion
- Have excellent organisational and management skills
- Possess excellent oral and written communication skills, including the ability to effectively communicate technical content to a non-technical audience
- Have the ability and willingness to work flexibly.

**Salary Scale:** €55,884 - €88,950 per annum (Administrator II)

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

**Closing Date:** 25<sup>th</sup> May 2018

**Start Date:** 01<sup>st</sup> October 2018

**Informal enquires:** Informal enquiries should be directed to Pauline Mooney, Academic Secretary, DCU: pauline.mooney@dcu.ie. Please do not send applications to this email address.

**Application Procedure:** 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: #876 Head of Academic Systems.**

Applications should be submitted by email to [hr.applications@dcu.ie](mailto:hr.applications@dcu.ie) or by Fax: +353 (0)1 7005500 or by post to the Human Resources Department, Dublin City University, Dublin 9.

Human Resources Department, Dublin City University, Dublin 9. Tel: +353 1 700 5149;

Fax: +353 1 700 5500 Email: [hr.applications@dcu.ie](mailto:hr.applications@dcu.ie)

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