



DUBLIN CITY UNIVERSITY

Information Systems and Services

Application Support (Permanent)

Background

Dublin City University is committed to facilitating people with disabilities as an issue of basic human rights and an integral part of its commitment to equality of opportunity in higher education.

The ISS Department serves the computing and information systems needs of Dublin City University including, but not limited to:

- the provision, development and maintenance of information systems and services to support academic and operational excellence and the strategic and operational management information needs of the DCU community across multiple campuses;
- the provision of web/mobile based systems and web based service design, development and maintenance;
- the development and maintenance of the ICT infrastructure underpinning the university systems and services, and the on-going development of DCU as a 21st Century Digital Campus;
- the development/procurement and delivery of solutions and services which enhance the student experience and support the Teaching & Learning and Research activities of the university.

The Information Systems and Services (ISS) Department wishes to recruit to the role of Application Support (Senior) on a permanent, full-time basis. We are seeking an individual who is innovative, service delivery and customer focused to fill the role of Application Support (Senior). The successful candidate will have a proven track record in application support together with excellent interpersonal, communications and customer service skills.

Post Summary

Working within the Service Delivery Team, the successful candidate will be a key member of the team responsible for the support of key university applications to meet the operational requirements of the university community. She/He will work with staff at all levels across the University on the multiple campuses of DCU, and with other IT professionals to deliver innovative, high quality application support.

Key objectives for the role include:

- The delivery of a high quality customer focused service through maintaining the availability of IT services;
- Ensuring that, on a day to day basis, the IT service requirements of students and staff are met;
- Develop on an ongoing basis a customer driven culture focused on the seamless and efficient access to services;
- Instill a culture of problem determination and resolution;
- Providing information and empower staff & students in the best and most efficient application and use of IT.

In the role of Application Support (Senior) you will work as part of the team that:

- Provide first line support for the University web sites and content editors, academic systems and processes.
- Provide support in evaluating, testing and implementing new Internet/Intranet/Mobile tools and technologies.
- Deliver training support and materials to university staff in appropriate formats and technologies
 - Work with specialist technical staff to broaden knowledge of IT service components, operation and maintenance.
- Work with team colleagues to share knowledge and skills to ensure efficient team operations.
- Develop and maintain relevant skills and knowledge on an ongoing basis.
- Undertake other duties which may be assigned from time-to-time by ISS management.

Person Specification

Essential Knowledge & Experience

The successful candidate **must** have:

- Understanding of responsive, accessible, and standards compliant web sites.
- Knowledge of web standards.

- Knowledge and experience of software testing, including unit testing, integration testing and user acceptance testing.
- Experience of template based web content management systems, in particular Drupal.
- Understanding of university academic systems such as Moodle, Coursebuilder, Anonymous Marking, Guru - linked systems, data flows and associated processes.
- Experience in delivering group based training.
- Experience developing training materials in various formats such as video, html/online, training manuals.
- Excellent interpersonal, customer service, communications and team working skills.
- Good problem analysis and solving skills.
- Experience with diverse user communities and large scale organisations.
- Good understanding of the University requirements and competitive position.

It is desirable for the successful candidate to have:

- Experience interfacing with web applications and feeds.
- Experience of working with Google Apps.
- Score highly on initiative and innovation.
- An IT related third level qualification would be advantageous.
- Knowledge of University policies and procedures.

Salary Scale:

€34,153 - €42,993 (Senior Computer Operator)

Informal Enquiries to:

Ian Spillane, Senior IT Systems Officer, Email:ian.spillane@dcu.ie

Closing date: 29th July 2016

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

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

Job Ref: #375 Application Support (Senior)

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

