



## **Information Systems & Services (ISS)**

### **Desktop Development Lead**

#### **Background:**

The Information Systems and Services (ISS) Department wishes to recruit a Desktop Development Lead.

#### **Post Summary:**

Working within the ISS Department as part of a multidisciplinary team the successful candidate will play a key role in the implementation of the Desktop / Mobile strategy of the University.

Key objectives for the role include:

- (a) Design, build and implement desktop/mobile based services and the provision of integrated staff and student solutions
- (b) Advise, assist, support the DCU community in their use of the desktop based services and the provision of integrated solutions in support of our Teaching and Learning and Research agenda.
- (c) Keep abreast of, and identifying opportunities for the innovative application of desktop and mobile technologies in a HE environment
- (d) Responsible for the evaluation, testing and implementing of new desktop and mobile solutions.

We are seeking a Desktop Development Lead who is innovative, service delivery and customer focused. The successful candidate will have a proven track record in the implementation of high quality desktop based solutions together with strong interpersonal, communications and customer service skills.

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 the Teaching and Learning and Research activities, and operational and management information needs of the University
- the provision of desktop based solutions and supporting services

- the on-going development and maintenance of the technical infrastructure which support the delivery of IT services underpin the university activities and innovations.
- the seamless delivery of solutions and services to support staff and students on the multiple DCU campuses and remotely.

The successful applicant will be key member of the ISS team delivering and supporting services and solutions for the DCU community. S/He will work with staff at all levels across the University and with other IT professionals to deliver innovative and high quality solutions.

Specific key tasks and responsibilities include:-

- Building, implementing and maintaining desktop based services/solutions.
- Playing a key role in the maintenance of the University desktop resources.
- Advising, assisting, and providing support to the DCU community in their use of desktop resources and associated technologies
- Horizon scanning to identify innovative opportunities for the application of desktop and mobile technologies.
- To ensure the integrity and security of desktop technologies deployed for the wider DCU community.
- To be involved in the conduct and evaluation of tenders as required.
- To manage licence arrangements for products to be used across the DCU computing environment.
- Supporting the evaluation, testing and implementation of new desktop /mobile solutions and technologies.

## **Person Specification**

### **Essential Knowledge & Experience**

The successful candidate **must**:

- Have strong Technical Skills in Desktop (PC and Mac) and Associated Technologies.
- Have familiarity with individual technologies including some of the following: PC/Mac hardware & software, Windows Server, Active Directory, Print management systems, File services, Web Browsers.
- Have in-depth knowledge of OS developments (including Windows, OSX & Linux) and management of security issues pertaining to an open access environment.
- Experience in the management of large numbers of desktops, local and remote, and familiarity with technologies employed to actively manage a distributed environment.

- Have the technical competence to design, build and support, and continually innovate desktop based services/solutions.
- Have strong interpersonal, customer service and communications skills.
- Score highly on initiative, self-motivation and innovation.
- Hold a relevant IT related qualification.

**Salary Scale:**

€45,452 – €54,974 (Senior Admin Assistant 1)

**Informal Enquiries to:**

Barbara McConalogue, Director, Information Systems & Services, [barbara.mcconalogue@dcu.ie](mailto:barbara.mcconalogue@dcu.ie) Tel: 01 700 8496

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

**Job Ref #120: Desktop Development Lead**

**Application Procedure:**

Application forms and further details may be obtained from the Human Resources Department and on the vacancy web site. <http://www.dcu.ie/vacancies/index.shtml>

**Closing date:** 14<sup>th</sup> July, 2015

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