



DCU Business School

Research Assistant

(9-Month Fixed Term Contract)

DCU Business School is a young and dynamic school whose history is marked by steep upward development. From the outset, our guiding voices were those of industry and students, and as a result, we are today distinctive for our deep and responsive industry engagement and our close concern with the success of our students. From those beginnings in the 1980s, and particularly over the last ten years, DCU Business School has developed an excellent research profile characterised by its industry relevance and a strong international reach. The School is accredited by AACSB and AMBA and our programmes have appropriate professional accreditations. DCU Business School is an engaged, innovative internationally-focused school which prides itself on its excellent reputation for impacting students, the academic community, industry and wider society.

Background and Role

As part of an 18-month Innovation Partnership funded project, DCU Business School in collaboration with IT Solutions seeks to appoint a Research Assistant for a fixed term duration of 9-months to undertake research on phase 1 of this project. Dependent on the successful achievement of the project deliverables for phase 1, please note there may be an opportunity for DCU Business School to extend the duration of this position for a further 9-month period to cover phase 2 of the project.

IT Solutions are an Irish company and an established provider of digital engagement and workforce optimisation solutions for contact centres with over two decades experience in this area. Contact centres are ubiquitous across all business sectors and play a critical role for leading brands in how they interact with their customers on a day to day basis, build long term customer loyalty, increase sales and meet the diverse service needs of these clients.

Contact centres have evolved from providing a single channel of communication (i.e. telephone) to multi-channel / omni-channel operations (e.g. telephone, email, SMS, web chat Customer Apps). This is frequently driven by customer demand and also by corporate strategy, as organisations seek to connect more effectively with their customers, build customer loyalty and also make more efficient use of company resources.

Contact centres operate in a very dynamic and challenging environment. Forecasting contact volumes across multiple contact channels can be extremely difficult, particularly when unexpected events arise, such as launch of new products, positive or negative media comment about a brand, financial market turmoil or natural disaster. Contact centres do not dedicate sufficient time and resources to strategic analysis because the tools that are available are limited in functionality or extremely difficult to use. This results in increased risk to the business, lack of competitiveness and difficulty in understanding the effects of change. Forecast accuracy is also a significant challenge due to limitations of existing tools and customer satisfaction levels can be adversely affected, resulting in loss of business and damage to the brand.

IT Solutions are now embarking on the development of a new Contact Centre Modelling tool in partnership with DCU Business School, and are seeking enthusiastic individuals with the appropriate skills to be part of our team.

The successful candidate will work with an existing group of Post-doctoral Researchers, PhD students and Industrial Software Developers and will be collocated between Dublin City University and IT Solutions.

Principal Duties and Responsibilities

The Research Assistant's main duties will include:

- Undertake specified case based analysis and data collection in selected partner contact centres.
- To support the software development team in software design and development.
- To lead in-house testing of developed software to verify successful execution of design intent and identify bugs.
- To lead on-site testing of developed software with set of case partners
- To liaise with relevant stakeholders including industrial partners and Enterprise Ireland.

Minimum Criteria

Applicants should ideally have a primary degree in computer science, engineering, or an equivalent relevant discipline. In addition, it is desirable that the candidate has:

- A strong background in programming
- An additional business focused postgraduate qualification would be desirable.
- A level of knowledge in GUI design would be an advantage.
- Industrial research experience and / or previous experience in computer based simulation and/or analytical modelling would be a distinct advantage.
- Candidates should have skills in the design, management and conduct of projects.

- Candidates will have a high level of interpersonal skills, good communication skills, team working skills, report writing, time management skills and ability to work to deadlines

Salary Scale: * €22,396 - €32,930 per annum

**Appointment will be commensurate with qualifications and experience*

Closing Date: 20 May 2016

Informal enquiries to:

Professor PJ Byrne, DCU Business School; Email: [pj.byrne @dcu.ie](mailto:pj.byrne@dcu.ie),

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) 1 700 5149

Applications should be submitted by email 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

Please clearly state the role you are applying for in your application and email subject line: Job Ref #322: Research Assistant – DCU Business School

Dublin City University is an equal opportunities employer