



**Research and Innovation Support
Research Information and Systems Support Officer (Grade v)
(Fixed Term up to Three Years)**

In accordance with the University's commitment to enhance the research environment and deliver on the ambitious goals for socio-economic impact within its strategic plan, applications are sought for suitably qualified and highly motivated individuals for the position of Research Officer with Research and Innovation Support (RIS)

Function

The Research Information & Systems Support Officer will be responsible for providing a highly professional, proactive and comprehensive research support function for the DCU research community and the DCU Research Support team in relation to all matters related to Research Information Management Systems (RIMS)

Duties and Responsibilities

Reporting to the Director of Research Support, the Research information & Systems Support Officer will support all the Research Information Management Systems used by the Research Support Office, including the applications and awards Management System, the Research Engine and Research Professional. The duties will include but are not limited to the following:

- Manage the RIMS helpdesk phone calls and first responder to all helpdesk emails
- Manage the interaction with other units which systems are linked to the RIMS to solve any technical or operational issues and in particular ensure close cooperation with the DCU finance office research team.
- Manage the interaction with the systems vendors and drive any future system development projects
- Act as point of escalation for technical or application or system support as required
- Work closely with stakeholders for continual service improvement

- Development of training material and user documentation, and for the delivery of training workshops and webinars as required to the academic and research community
- Provide assistance to the research support team with any systems related issues, in particular supporting the usage of the new costing and pricing tool and providing financial support to customers for proposal preparation if required.
- Compile appropriate management and activity reports from the systems as required and contribute significantly to the overall reporting needs of the unit.
- Work closely with the Officer responsible for the RIS communication strategy by provide relevant information as required to support RIS research communication strategy

Requirements

- Candidates must hold a primary degree 3 years relevant experience & a proven track record in research administration.
- Understanding of the financial requirements of national and international funding bodies and experience in using a costing and pricing tool for research projects would be a distinct advantage.
- Excellent interpersonal skills. Ability to communicate fluently, both orally and in writing with all relevant stakeholders, organisation skills and the ability to function as part of a highly motivated team are essential.
- An aptitude for solving problems, and drive and motivation to work using own initiative to drive projects forward.
- Proficient with Excel, Microsoft Word and PowerPoint and good aptitude to learning additional skills.

Informal Enquiries:

Informal enquiries can be directed to Dr. Ana Terres (ana.terres@dcu.ie) or Tel: +353 (0)1 700 7011.

Salary Scale: *€45,452 – €54,974 per annum

**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.*

Details of the pay that applies to internal candidates upon promotion can be viewed at <http://www/dcu.ie/sites/default/files/hr/pdfs/Pay-Upon-Promotion-Internal-Staff.pdf>

Closing Date: 30th June 2016

Interview Date: Candidates must be available for interview the week of 25th July 2016

Application Procedure:

Application forms are available from the DCU Current Vacancies (internal Competitions) website at <http://dcu.ie/hr/vacancies/index.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 that you are applying for in your application and email subject line: Job Ref# 357: Research Information and Systems Support Officer, RIS

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