Dublin City University
Information Systems and Services
Manager, Teaching and Learning & Research Services
(Permanent)

General
The Information Systems and Services (ISS) Department plays a vital role in the provision of ICT services and support that facilitate the business of DCU as a Teaching and Learning, Research intensive higher education institution. As part of this role ISS is seeking to enhance the services and support currently being provided to the academic community and to maximise the contribution if technology to the achievement of academic and administrative excellence.

Role
A new role for a Manager focused in the areas of Teaching and Learning and Research ICT services is being established within Information Systems and Services. As a core member of the ISS management team s/he will focus on supporting and leading the continuing review and development of ICT services supporting DCU’s academic community in the areas of teaching and learning, and research.

The successful candidate will also work closely with other members of the ISS management team, in the planning, development, delivery and review of the services and activities supporting the achievement of our strategic objectives

Specific Responsibilities
The function of this role is to focus on coordinating ISS activities and the provision of ICT services supporting the teaching and learning and research priorities as set out in DCU’s Strategic Plan, Transforming Lives and Society, and the supporting component strategies.

Reporting to the Director, the Teaching and Learning and Research Services Manager will have the following key responsibilities:

- Be a key point of contact for the academic and research functions of the University;
- The co-ordination of ISS activities supporting the development of eDCU, On-line and Blended Learning, and the activities of the National Institute of Digital Learning;
- The co-ordinate of ISS activities and the development of ICT systems and services contribution to the development of DCU’s research capacity;
• The building and management of the relationships with key stakeholders, both internal and external, and ensuring the delivery of high quality ISS services;
• Liaise with DCU’s academic community and co-ordinate the provision of support and value adding cross school/college activities;
• Play a key role in supporting the academic community in the delivery of solutions that contribute to academic excellence;
• Continual review and implementation of technologies that enhance teaching and learning and research activity locally and remotely;
• Be responsible for the academic staff ICT experience.
• Representing ISS on relevant university committees as agreed by the Director.
• Participating in the submission of proposals to attract future funding in strategically relevant areas.
• Representing ISS at relevant conferences, seminars, etc. as agreed by the Director.
• In conjunction with other members of the ISS management team develop, implement and monitor the Department’s relationship management processes and procedures, and overall performance in respect of strategic objectives with particular focus on DCU’s academic community.
• Taking part in any other duties which may be deemed necessary by the Director.

**Qualifications and Experience**

Candidates must hold a primary degree or equivalent and preferably an appropriate postgraduate qualification and three years relevant experience. Ideally the candidate will have experience of working with academics involved in the areas of Teaching and Learning and Research in a higher education environment. The successful candidate must be able to demonstrate significant experience in developing, co-ordinating and delivering professional ICT services to staff, that supports the enhancement of academic activities. Candidates should ideally have an excellent knowledge of teaching and learning and research technologies, and experience of implementing ICT systems that would support the achievement of academic excellence is desirable.

Candidates will ideally have strong organisational and interpersonal skills, and the ability to work under pressure

In addition the successful candidate will have:

• Experience in customer-service
• Excellent administrative skills
• Excellent IT skills
• Excellent communication and people skills
• Good organisational skills
• The ability to work in a diverse, busy environment
• A proven record in teamwork
The above attempts to outline in a broad sense the type of duties involved in this role. Other duties may arise as the requirements of DCU’s academic community and the environment develop.

The key competencies required for this post are:

**Building and Maintaining Relationships:** Has the ability to develop and maintain good working relationships with colleagues at all levels, both within and outside the organisation.

**Team Working:** Works well with colleagues in a supportive manner to share tasks and information. Shows respect for the contribution of others.

**Personal Effectiveness/Professional Excellence:** Continuously strives to achieve high standards in the completion of tasks in his/her approach to working with people.

**Communication:** Communicates in a clear and effective manner, both verbally and in writing, and actively listens and engages to gain understanding.

**Salary Scale:**

<table>
<thead>
<tr>
<th>Position</th>
<th>Range</th>
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<tbody>
<tr>
<td>Administrator</td>
<td>€ 48,898 - € 74,903 *</td>
</tr>
<tr>
<td>Administrator II</td>
<td>€ 54,331 - € 83,023</td>
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</tbody>
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* Applies to new entrants to the public sector after 01 January 2011. Appointment will be commensurate with qualifications and experience.

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](http://www.dcu.ie/sites/default/files/hr/pdfs/Pay-Upon-Promotion-Internal-Staff.pdf)

**Closing Date:** Friday 6th December 2013

**Informal Enquiries**
Informal enquiries in relation to the post should be directed to: Ms. Barbara McConalogue, Dublin City University, Dublin 9. Email: Barbara.mcconalogue@dcu.ie Phone: 01-7008496

**Application forms are available at:**
http://www.dcu.ie/vacancies/index.shtml and from the Human Resources Department, Dublin City University, Dublin 9.
Tel: +353 (0)1 700 5149 Fax: +353 (0)1 700 5500 E-mail: [hr.applications@dcu.ie](mailto:hr.applications@dcu.ie)

*Dublin City University is an equal opportunities employer*