



Dublin City University

Director

Information Systems Services

Permanent Position

Background:

Dublin City University (www.dcu.ie) is a research-intensive, globally-engaged, dynamic institution that is distinguished by both the quality and impact of its graduates, and its focus on the translation of knowledge into societal and economic benefit. DCU prepares its students well for success in life, and in the workplace, by providing a high-quality, rounded education appropriate to the challenges and opportunities of the 21st century.

DCU's excellence is recognised internationally with the University being ranked highly among leading global institutions. DCU is the only Irish University ranked in the QS Top 50 Universities in the world under 50 years old out of a total of almost 10,000 universities established since 1966. DCU is the Ireland's fastest growing University. It has a turnover of approximately €200m generated from the University's activities and from a significant commercial group of companies. Known as "Ireland's University of Enterprise", DCU is characterised by a focus on innovation and entrepreneurship, close engagement with the enterprise sector in its research and education activities, and its agility in effecting change.

Post Summary:

DCU is looking to appoint a Director of Information Systems Services (ISS). Reporting to the Chief Operations Officer, the Director of ISS will be responsible for all IT infrastructure and related services on the University campuses that encompass over 17,000 students and 1,600 staff.

With a clear focus on customer service as well as programme and project prioritisation and delivery, the Director of ISS will provide decisive leadership for the University's ICT services and for the information technology which supports the achievement of the University's strategic objectives and its ambition to become a world-class higher education institution.

The Director of ISS will:

- Operate as a senior leader across the University, fostering positive relationships with key academic and professional service stakeholders in order to stimulate, shape and manage the demand for innovative, customer driven IT services.
- Devise, develop and deliver an innovative and transformative strategy for ISS which is aligned to the University's strategic plan, facilitates its goals and delivers a step-change in its customer experience.
- Provide inspiring leadership to the ISS department, molding a collaborative, professional IT services offering, which has clear responsibilities, is simple to engage with, is effective in its operation and puts the customer at the heart of what it does.
- Act as expert adviser and champion to the University, providing best advice on information technology use.
- Provide effective and accountable leadership for major projects, programmes and other major information and technology initiatives that will have a significant impact across the University; and play a pivotal role in developing and prioritising the University's major systems and process investment programme. This includes anticipating and managing strategic and operational risks associated with the University's reliance upon information technology.
- Drive both service enhancement and efficiency gains and ensure that the University identifies, evaluates, delivers and exploits digitally-enabled and contemporary developments in information services provision, learning and teaching and research support, and other business areas.
- Represent the University's interests with relevant bodies including with commercial suppliers and delivery partners.

Key Responsibilities and Tasks

The following is a broad but not exhaustive list of the principal duties of the post:

- Provide effective leadership and strategic direction relating to information technology and systems across the University in supporting the teaching, learning, research and administrative functions.
- Deliver the University's ISS services and strategy and oversee a portfolio of IT capital projects while ensuring services align with the University's strategic objectives.
- Liaise with senior University administrators, Faculties, Schools and student organisations to co-ordinate and optimise the use of information technology to serve the teaching, learning, research and administrative needs of the University.
- Ensure that the University's information technology and online infrastructure develops as a strategic asset, capable of creating value across all institutional activities as appropriate, and in parallel ensuring compliance with legislative and governance requirements.

- Advise the Chief Operations Officer on all matters relating to Information Systems Services and in particular on its financial needs.
- Develop and maintain enterprise systems architecture, define standards and protocols for data management, communications, software and integration of network information systems.
- In conjunction with system owners and academic areas, develop, implement and manage effective models for the support of University systems and services.
- Maintain a University wide disaster recovery plan to ensure timely and effective restoration of information technology services in the event of a disaster.
- Providing the driving force for continuous improvement and positive change in the University's ISS culture and management practices.
- Lead and develop staff to achieve their potential, ensuring a clear understanding of their role within the team, Department and University. This should include setting out clear planning and delivery targets, and ensuring that these are met.
- Provide specialist professional, technical and expert advice within the team and across the University.
- Advise and inform the University's leaders of the opportunities for institutional development that current and emerging information services can facilitate.
- Actively manage the set of strategic and operational risks associated with the University's reliance upon information services and associated technology.
- Take responsibility for ISS human, financial, digital and physical resources to ensure that funds are effectively utilised and operate within budget.
- Ensure the efficient and effective utilisation and security of the University's information infrastructure.
- Manage the partnerships with strategic suppliers of infrastructure, application and information resources to improve the delivery of best value services to enhance the student and staff experience at the University.
- Assess and lead on change management, influencing and managing stakeholder expectations.
- Cultivate and maintain open, transparent and pro-active partnerships between ISS, Academic Areas and Professional Services at all levels.
- Be an active participating member of the Information Systems Governance Committee.
- Represent ISS and the University on external and internal committees and at events, where appropriate.

It should be noted that the above list of duties is not exhaustive and other appropriate duties and responsibilities may be assigned to the post holder from time to time.

Knowledge and Skills Requirements:

- A Primary Degree or Masters Degree in Information Technology or related area with a minimum of 10 years relevant experience.
- Significant senior management experience of a similar information technology role within HE or a similarly complex organisation.
- Substantial experience of successfully delivering new enterprise-wide system changes and of working in partnership (internal and external) with users and stakeholders with varied requirements to deliver business improvements.
- A proven leader of a large technology team with highly developed people skills, the ability to shape culture, articulate the benefits of new ways of working and embed a 'customer first' approach within the ISS team.
- Experience of setting overall standards of service across large organisations, monitoring service levels and pre-empting customer needs. This includes developing strategic and operational plans and effective delivery against these plans.
- A proven track record of promoting innovation in service development and customer service.
- Good appreciation of the ICT landscape and different approaches to delivery.
- A strong communicator with the ability to explain technical matters in a way that can be clearly understood by a range of stakeholders.
- Ability to develop and articulate a clear strategic vision for information technology.
- Evidence of an approach to delivery based on a good understanding of cost, value and performance management issues.
- Commitment to the values of the University.
- Possessing excellent verbal and written communication and risk assessment skills.
- Strategic thinker that has demonstrated an ability to work both independently and as part of a team.
- Flexible and self-motivated.
- Managed significant operational and project budgets including experience with cost-benefit analysis.
- Good understanding of University requirements and culture to enable the delivery of innovative technology and IT solutions for DCU.

Salary Scale: €115,887 - €148,871

**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.*

Informal Enquiries to:

Informal enquiries may be addressed to Dr. Declan Raftery, Chief Operations Officer
Email: COO@dcu.ie Tel: 01 700 5117

**Please do not send applications to this email address.*

Closing Date: 9th July 2019

Application Procedure:

Application forms are available from the DCU Current Vacancies (Internal Competitions) website at <http://www.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 #BC1520 Director Information Systems Services

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