



Information Systems Services (ISS)
Desktop & Mobile Device Applications Specialist
Permanent Position

Introduction:

Dublin City University (www.dcu.ie) is a research-intensive, globally-engaged, dynamic institution. With 5 Faculties and 24 Schools, DCU is distinguished by both the quality and impact of its graduates and its focus on the translation of knowledge into societal and economic benefit. As Ireland's University of Enterprise, DCU is characterised by a focus on innovation and entrepreneurship and a track-record of effective engagement with the enterprise sector. Excellence in its education and research activities has led to its consistent position in the rankings of the world's top young universities (e.g. QS top 50 Under 50).

Post Summary:

The post of desktop and mobile device application specialist will work within the ISS Department as part of a multidisciplinary team playing an important role in the management of the user experience, security and application delivery for staff and student computers. The successful applicant will work alongside our Active Directory, SCCM and server systems administrators to manage and maintain our estate of Windows and Macintosh based client devices and a wide range of mobile devices connecting to our network.

Essential:

- Building, implementing and maintaining desktop based services/solutions including image creation and deployment (e.g. Microsoft Deployment Toolkit, Windows Deployment Services, Group Policies, Powershell)
- Key coordination of extensive UAT of operating system images and applications with key stakeholders prior to deployment with a focus on the end user experience
- Administration and support of Microsoft System Center Configuration Manager for workstation management, conforming to DCU established policies and practice
- Ability to troubleshoot technical issues taking account of network, DNS, server and storage configurations while working with other IT teams
- Contributes to the development of operational plans, ensure plans are fully implemented, and monitors progress to operational objectives
- As part of the internal security group, ensure the integrity and security of desktop / mobile technologies, security practices, encryption and anti-virus software
- Project manage the evaluation, testing and implementation of new desktop solutions and technologies
- Advising, assisting, and providing support to the DCU community in their use of desktop and mobile resources and associated technologies, and the provision of integrated solutions
- Supervise the Desktop Application team and ensure on the job training and development of team members as well as responsibility for escalated customer tickets to ensure timely response, resolution and customer satisfaction

- Ability to generate clear and well-articulated technical documentation for internal and external audiences
- Maintaining DCU software licenses and third party vendor relationships

Desirable:

- Implementation, administration and support of security end point solutions including anti-virus, anti-malware and ransomware protection (e.g. McAfee ePolicy Orchestrator)
- Administration, troubleshooting and support of workstation management system based on SCCM used for workstation configuration, software deployment and update installation.
- Administration, troubleshooting and support of print management solutions (e.g. Papercut, SafeQ)
- Implementation, capacity planning, administration and support of software virtualization solutions (e.g. Cloud Paging)
- Experience of managing customer devices in a BYOD setting
- Experience of managing client devices in computer lab/teaching environment
- Experience of working in educational/university environment

Person Specification

Essential Qualifications:

IT related qualification (NFQ Level 7)

Desirable Qualifications:

- Microsoft/Macintosh certifications in relation to desktop, server or application management
- Project management qualification
- ITIL qualification

Applicants must have:

- Minimum of 3 yrs. experience with individual technologies including some of: PC/Mac hardware & software, Windows Server, Macintosh Server, Active Directory, SCCM, Print management systems, File services, Web Browsers
- Advanced knowledge of OS developments (primarily Windows but also OSX and Linux) and management of security issues pertaining to an open access computing environment
- Familiarity with technologies employed to actively manage a distributed environment

Other Skills & Competencies

- Sufficient technical competence to build, support, and innovate desktop based services/solutions while always conscience of change management
- Ability to work well within a professional, multi-disciplined IT team and contribute to the continual enhancement of the systems and services delivered by the team
- Work closely with other teams across the IT department particularly the service desk and systems team to ensure excellent service delivery
- Strong interpersonal and communications skills with a knowledge of customer service best practice
- Score highly on initiative, self-motivation and innovation
- Excellent problem-solving and multitasking skills

Salary Scale: €34,625 – 51,750-Admin Assistant Scale

*Appointment will be commensurate with qualifications and experience will be made on the appropriate point of the salary scale, in line with current Government pay policy

Closing Date: 05th Jan 2018

Informal inquiries to:

Mr Justin Doyle, Information Systems Services, Dublin City University, Dublin 9. E-mail: Justin.Doyle@dcu.ie, Telephone: + 353 1 700 5083

Application Procedure

To apply for this role, 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 7005149.

Please clearly state the role that you are applying for in your application and email subject line: Ref # 737- **Desktop & Mobile Device Applications Specialist**

Applications should be submitted by email to hr.applications@dcu.ie or by Fax: +353 (0)1 7005500 or by post to the Human Resources Department, Dublin City University, Dublin 9.

Dublin City University is an equal opportunities employer