



Information Systems Services (ISS)
Enterprise Architect/IT Operations Manager
(Full-time Permanent Post)

Background:

Dublin City University (www.dcu.ie) is a research-intensive, globally-engaged, dynamic institution that is distinguished both by the quality and impact of its graduates and by 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 is Ireland's fastest growing university and its next phase of major expansion involves strategic investments of more than €0.3bn, including a €0.2bn campus development plan.

Through its mission to transform lives and societies through education, research, innovation and engagement, DCU acts as an agent of social, cultural and economic progress. As Ireland's University of Enterprise, DCU is renowned for its commitment to innovation and entrepreneurship and its proactive engagement with the enterprise sector. It consistently leads the Irish university sector in terms of Intellectual Property (IP) licenses and contributes strongly to the national innovation ecosystem through DCU Ryan Academy for Entrepreneurs and DCU Alpha (the university's Innovation Campus).

Post Summary:

DCU is seeking to appoint an Enterprise Architect/IT Operations Manager (EA/ITOM) who will work in close collaboration with the Director of Information Systems Services (ISS) to develop and implement an IT Strategy to support the objectives defined in the University Strategy - Talent, Discovery and Transformation. S/he will lead the creation of DCU's strategic enterprise architecture approach and plans, and take responsibility for developing specific elements of the University's enterprise, business and technology architecture. This position presents an exciting opportunity for a dynamic individual, with substantive experience of operations management to make a significant contribution to the future of DCU as it enters its next stage of development. The university has set ambitious goals in terms of the development of a Digital Campus and the EA/ITOM will play a key role in the delivery of supporting IT projects.

S/he will manage a team that supports networks, servers and technical services across the campuses of DCU and (cloud) hosted. As DCU is investing heavily in its technology infrastructure, the management of relationships with external suppliers of IT services is a very significant aspect of the role, as is the development and maintenance of SLAs with internal and external constituents. S/he will be responsible for the development of Best Practice for IT operational and technical teams, ensuring that a high level of technical competence is maintained through training, education and skills transfer. S/he will have specific responsibilities to support the ISS Director in managing general administrative functions for ISS, e.g. HR related functions.

Candidates will be graduates in a relevant technical discipline and will have at least 5/7 years' experience at senior level in taking an Enterprise Architectural approach to the management and delivery of IT operational services in large complex organisations. S/he will have strong technical experience of a broad variety of platforms and must demonstrate an excellent customer focus with the ability to implement proper controls, metrics and performance indicators for IT service delivery. Candidates should display excellent leadership and influencing skills, good communications skills and, while demonstrating strategic ability, will be hands-on individuals with good interpersonal skills.

Roles and Responsibilities:

The roles and responsibilities of this role include:

- Taking responsibility for developing the IT enterprise strategy and architecture blueprint to deliver the Universities strategic aims
- Acting as a technical authority for selected service platform and design issues
- Providing advice on the technical aspects of system development and integration, including the operational and maintenance aspects of systems, and proposed system recovery procedures.
- Ensuring that the relevant technical strategies, policies, standards and practices are applied correctly.
- Developing solution and technical architectures, at the programme and project level, to support IT delivery, including defining enterprise and solution architectures that meet project requirements
- Managing IT Operations & all aspects of technical service delivery for the University
- Managing suppliers and external partners in the delivery of operational services.
- Implementing SLAs, key performance measures & monitoring for IT operations.
- Implementing a 24 x 7 x 365 level service capability.
- Creating and maintaining the availability plans, and providing advice, assistance and leadership associated with the planning, design and improvement of service and component availability.
- Managing technical teams and ensuring effective training and skills development.
- Setting an exemplary standard in relationship management by providing a strategic interface between stakeholders and technical specialists, advising and influencing project sponsors and senior managers on how best to utilise architecture to achieve desired outcomes
- Leading the development of the EA standards, policies and guidelines to meet legal, regulatory and University needs
- Delivering key technology platforms and infrastructure to support the University.
- Working closely with members of the ISS management team to develop the overarching vision of IT architecture for the University, communicating this effectively and gaining buy in from key stakeholders
- Documenting and communicating information about emerging technologies to relevant management and staff and contribute to briefings and presentations about their relevance and potential value to DCU.
- Liaising with other teams in DCU to deliver strategic goals and key projects.
- Supporting the creation and development of an architecture community, providing leadership across the organisation and embedding enterprise and solution architecture at the University

- Have a cross-University role and work closely with the ISS Director in the identification, development and implementation of major projects and innovation initiatives.
- Represent ISS on external and internal committees and at events, where appropriate
- Managing key ISS administrative function in collaboration with the ISS Director

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

Person Specification:

- A Primary Degree and/or post-graduate degree (Master's Degree level or equivalent).
- High level of technical planning and infrastructure deployment experience.
- Significant practical experience working at a senior level as an architect in a large organisation, demonstrating an ability to quickly build and maintain effective working relationship
- Extensive experience in platform and service delivery operating across a variety of IT delivery roles in large organisations
- Strong technical knowledge and appreciation of IT principles including regulatory, legislative and industry practices
- Experience as an enterprise systems architect, managing typical architecture deliverables and activities, including creation of roadmaps, position papers, strategic proposals, standards, and models
- Extensive experience of the development of integration architectures and associated strategies
- Excellent supplier management, negotiation and procurement skills.
- Strong customer service perspective with experience in large scale organisations and diverse user communities.
- Good understanding of the University requirements with an awareness of appropriate current and developing technologies and the opportunity to leverage these for DCU.
- Excellent people and project management skills.

Salary: *€75,667 - €98,688 per annum (Administrator III)

*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: 08th Dec 2017

Informal Enquiries: Informal enquiries should be addressed by email to Barbara McConologue (barbara.mcconologue@dcu.ie) Director, Information System Services

Application procedure: Applications should include a CV and covering letter and be submitted with the application form as outlined below. 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: Job Ref #713 Enterprise Architect/IT Operations Manager

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. Human Resources Department, Dublin City University, Dublin 9. Tel: +353 1 700 5149; Fax: +353 1 700 5500 Email: hr.applications@dcu.ie

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