



Registry

Senior Administrative Assistant II

The Registry is a demanding and dynamic office environment with responsibility for the management and delivery of services to the University community which include student admissions, registration, records, examinations and graduation. The University's room booking function also forms part of Registry services. Registry operates two Information Services Reception Areas for students; one at the Glasnevin campus and one at the St Patrick's campus. These services include a direct telephone line and email facility for all students. Registry is structured into two main operational teams, Student Enrolment and Student Awards, and is headed by the Director of Registry. Full details on the organisational structure of the Registry, including its responsibilities, can be found at <http://www.dcu.ie/registry/index.shtml>

Registry is now seeking to recruit a Senior Administrative Analyst. The post holder will be primarily located at the DCU Glasnevin campus but may be required to move between and work from any of the DCU campuses. There are several business systems and technologies used within the Registry which support the core activities. A summary of some of the technologies and systems used within the Registry is provided at the end of this document.

The Registry Senior Administrative Analyst will be primarily responsible for providing comprehensive administrative and technical support to all Registry colleagues. The post holder will also support operational unit activities and be expected to acquire a high level of knowledge of Registry technologies, systems, processes and regulations. The responsibilities of the post holder may change over time in line with ongoing developments within the Registry, the University and at national level.

Duties and responsibilities include, but are not confined to, the following:

- Conducting a strategic review of Registry systems on a rolling schedule to include producing an annual report to the Registry management team defining recommended system upgrades, enhancements or replacements including estimated costs together with a risk analysis and risk management plan for Registry systems.
- Proactively seeking and obtaining information about current and relevant technologies which will enhance operational effectiveness within the Registry. Drafting proposals for the introduction of new technologies and/or upgrades to existing systems which will promote best practice in the use of technology to support Registry operations. Assuming responsibility for the implementation of approved new technologies and upgrades.

- Providing support to Registry colleagues with future system upgrades. Establishing and organising project teams, chairing meetings, drafting project plans, organising testing plans and co-ordinating user acceptance.
- Overseeing a review and drafting a plan to consolidate IT systems within Registry, where appropriate, with a view to enhancing the efficiency and effectiveness of Registry processes and services.
- Supporting Registry colleagues with designing and running reports in multiple environments, e.g. Oracle Business Intelligence and SQL Server Reporting. Ensuring that relevant reports which are essential for decision making and planning are readily available to Registry colleagues.
- Acting as first point of contact with suppliers of Registry technologies and systems; negotiating service level agreements and developing and maintaining strong working relationships with these providers.
- Managing the process for the renewal of annual licences and support agreements for Registry technologies and systems taking cognisance of cost, service level and value for money.
- Direct and regular liaison with colleagues in the Business Systems Unit in the Office of the Vice President for Academic Affairs with respect to support for core Registry systems. Acting as first point of contact with the Information Systems and Services (ISS) Unit with respect to system support, system enhancements, systems integration and system performance.
- Contributing to the preparations for and review of the University's annual registration event.
- Liaising with technical support teams within ISS and Scientia regarding data integration for Examination Scheduler.
- Working closely with the SUSI team, ISS and relevant Registry administrative colleagues on developments and improvements. Ensuring the timely data transfer (xml) to SUSI.
- Providing support to relevant Registry colleagues with identifying and progressing technical developments or enhancements to systems. Conducting a review of the use of systems e.g. Salesforce and Zylab and provide advice and guidance about the expansion of the use of these systems to support additional processes within Registry.
- Completing an annual audit of Registry technology eg, PCs, printers, copiers, electronic noticeboards and drafting recommendations for replacements or upgrades together with associated costs.
- Planning and delivering training to Registry colleagues on relevant technologies and systems, including producing training guides, standard operating procedures and user manuals.
- Overseeing an annual review of the Registry website to ensure information is accessible, consistent and accurate.
- Representing Registry on internal and external working groups. This may include chairing meetings, drafting reports and delivering presentations.

- Contributing to supporting Registry activities e.g. acting as Board Secretary at University Progression and Award Board meetings and assisting with activities associated with University conferring ceremonies.
- Any other duties which may be assigned from time to time by the Director of Registry or her nominee. The range of duties and responsibilities of the post- holder will be subject to change.

Summary of current Registry technologies which are additional to the core systems (ITS Student Record System, CAO and PAC Application Systems):

Digitary – E-Transcripts and E-Diploma Supplements; E-Vetting – Garda vetting system; SUSI Grants; Scientia Examination Scheduler; Scientia Room Bookings; GURU – Examination paper submission; Eventbrite; Student ID card system and software; Zylab – Information management software; Salesforce Desk – query management; Bespoke Moodle system to support annual progression of PGR students; Toshiba copier/scanner

Qualifications and Experience:

- Primary degree in a relevant discipline.
- A minimum of five years recent and relevant experience, preferably in a higher education environment.

Skills and Competencies:

- Strong analytical and problem solving skills.
- Can demonstrate a clear understanding of relevant technologies which are required to support administrative processes in a large central unit like Registry.
- Experience of supervising projects with a proven ability to meet deadlines.
- Good technical skills.
- Ability to establish and maintain effective working relationships with colleagues at all levels.
- Excellent written skills with direct experience of drafting various documents and proposals.

Salary Scale: *€46,513 - €62,251

**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.*

Closing Date: 13th January 2017

Application Procedure

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) 1 700 5149.

Please clearly state the role that you are applying for, including the job reference, in your application and email subject line; Ref #450 – Senior Administrative Assistant II

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

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