



**Information Systems Services (ISS)
Senior Systems Engineer
(Full-time Permanent Post)**

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.

Through its mission to transform lives and societies through education, research and innovation, DCU acts as an agent of social, cultural and economic progress. As Ireland's University of Enterprise, it is characterized 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 ranking in the top 50 of the world's young universities (QS Top 50 under 50). DCU is now seeking to recruit a dynamic, innovative and experienced Senior Systems Engineer to work as part of the Information Systems and Services Team providing ICT services to the University community.

Post Summary:

The IS Services department is tasked with delivering centralised IT services to the user community across the campuses of Dublin City University. Working within the Infrastructure & Systems area, the successful candidate will be a key member of the team of specialists, defining and implementing architectures, technologies and systems supporting the activities of Dublin City University, and associated entities, to deliver market leading IS services to all stakeholders.

S/he will play a lead role in defining and implementing new/enhanced solutions and in identifying process/system improvements opportunities supporting DCU's objectives in terms of Operational and Academic Excellence.

S/he will have strong leadership, customer-service, and communications skills. S/he will work with people at all levels across DCU's multiple campuses, and will be a key interface with other groups within the Information Systems Services Department, and with external partners.

Key Responsibilities include:

- The operation and development of the physical systems and servers, backup facilities, support services and hosting facilities both on- and off-site.

- The management and delivery of designated IS projects
- Working with the Infrastructure/Systems team ensuring responsiveness to user needs
- Fostering sound management and good practice with an emphasis on the adoption of technical and management best practice standards
- Co-ordinating the operation and development of server infrastructure technology systems, with particular emphasis on system and server installation, commissioning, maintenance and performance monitoring
- Participation in/Coordinating of planning/on-going evaluation exercises in respect of security, capacity and fault management, systems administration, user support, account management, and continuous system/service improvements.
- Advising and managing the physical aspects of server hosting either on- or off-site
- Monitoring industry developments and trends and evaluating and reporting on appropriate new and enhanced systems and services
- Working closely with other areas within ISS in systems-related matters/projects
- Developing the server functions, people processes and technologies to the fullest potential possible within the current and evolving IS Services functions
- Implementing software to automate and streamline routine tasks, and monitor/provide alerts in respect of infrastructure.
- Carrying out other duties that may be assigned from time to time by ISS management

Person Specification

Qualifications:

The ideal candidate must hold a primary degree (NQV Level 7), preferably in Information Technology, Computer Science or a relevant area.

Additionally relevant professional qualifications would be advantageous.

Applicants must:

- Have at least 5 years' experience working in a similar environment
- Be experienced in managing the activities of a technical team of people
- Have previous significant responsibility in a complex ICT environment operating in accordance with industry best practice
- Have detailed knowledge of large systems and technologies, and an extensive understanding of server infrastructures in a high availability environment
- Have Project Management and Change Management experience
- Have an excellent perspective on wider I.S. issues, e.g. Security, Hybrid IT environments
- An in depth knowledge and experience of the following:
 - AD domain controllers in clustered environments /Directory Services, LDAP
 - LAN / Server technology
 - VM environment (DCU has an extensive VMware infrastructure)

- SAN Technology
- Office automation software, including Microsoft Office, Clients, Web Browser
- Network technologies
- Database Technology
- Management and configuration of DNS and DHCP infrastructures
- Server update management systems
- Management of large volumes of user accounts and profiles across multiple systems in a dynamic environment.

Other Skills & Competencies

- Excellent understanding of technical issues and be skilled in the following:
 - Active Directory development and administration
 - File services
 - Desktop Imaging creation / administration (WDS)
 - Server Backup technologies
 - Print Management systems (Papercut)
 - Internet-related issues, TCP/IP, DNS
 - Linux administration and scripting
- Experience of other operating systems (Windows, Mac OS-X) would be advantageous
- Problem Solving & Creativity (innovation) in relation to infrastructure development and provision
- Analytical Skills
- Excellent written and verbal communications
- A good team worker
- Score highly on initiative, self-motivation and innovation

Salary Scale: €45,452 – €54,974 (Senior Admin Assistant 1)

- ***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: 27th January 2017

Informal Enquiries to:

James Healy , ISS Manager Email: james.healy@dcu.ie

Application forms are available at:

Application forms are available from: www.dcu.ie/vacancies/current.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

**Please clearly state the role that you are applying for in your application and email subject line:
Job Ref #466 Senior System Engineer**

Applications should be submitted by email to hr.applications@dcu.ie or by Fax: +353 (0)1 700 5500 to Ext. 5500 or by internal post to the Human Resources Department, Dublin City University, Dublin 9.

Dublin City University is an equal opportunities employer