



Dublin City University
Information Systems Services
Services Manager
(Permanent)

General

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. 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).

Role Summary

The Services Manager is a core member of the ISS management team and will play a key role in the delivery of IT services to all stakeholders across the University. The Services Manager has responsibility for ensuring that services are defined in a user-focused service catalogue, are documented under support plans and are delivered at an operational level to meet agreed service level agreements. This includes taking an end to end view of IT services, being proactive in the continuous improvement of IT services and working collaboratively with the management team and with staff across ISS to ensure the delivery of high quality IT services to the University.

S/He will also work closely with other members of the ISS management team in the planning, development, delivery and review of the services and activities supporting the definition and achievement of the ISS strategic objectives in support of DCU's strategic objectives.

Key Accountabilities / Core Job Responsibilities

Reporting to the Director of ISS, the responsibilities of the Services Manager include:

- Provide strong leadership to proactively develop the team of ICT professionals within the ISS Service Desk and maintain a highly customer focused support team, delivering best-in-class service and support to users of IT services across the University.
- Develop and grow the IT support team to transition from legacy IT systems as the University innovates and adapts new digital technologies.
- Manage all service desk activities and processes in accordance with ITIL and ISO best practices.

- Accountable for the implementation and on-going maintenance/enhancement(s) of the service desk management systems.
- Foster and lead a culture and process for continuous improvement in service delivery by ISS, increasing the efficiency of the services while striving for customer service excellence for all DCU users of IT services.
- Using a data driven approach, effectively monitor, control and support service delivery, ensuring systems, methodologies and procedures are followed.
- Design, implement and monitor adherence to service level agreements ensuring the SLA's are achieved, service quality and client expectations are met.
- Provide dedicated first and second level support to users of the IT facilities across the multiple campus of DCU, including classroom technologies, computer laboratories, agreed specialist discipline specific IT hardware and software for teaching and research purposes, assistive technology and other support services.
- Provide expert advice, installation /relocation services, equipment and on-going support in relation to desktop computing, classroom technologies and communication technologies.
- Design, manage, track and report regularly on the day to day provision of services and the performance of the Service Desk/ISS against KPIs and agreed SLAs (Services Level Agreements) based on industry best practice.
- Conduct periodic review meetings with internal staff and key stakeholders at all levels across the University, identify opportunities for innovation / service enhancement and manage the required actions/initiatives.
- Coordination of the provision and ongoing update of user support resources and champion self-service initiatives for service consumers.
- Own and manage the ISS Incident Management Process from incident/request initiation right through to resolution and closure with the user and review of experience.
- Act as a senior escalation point for critical incidents.
- Manage and own the effective implementation of IT change control processes and supporting structures, e.g. ISS Change Advisory Board (CAB), and effective communications to the DCU community.
- Be a lead contributor in driving cultural change across the University by seeking to implement initiatives to improve user capability and IT literacy.
- Manage/Review/Develop relationships with agreed 3rd parties with a focus on identifying opportunities for the continuous enhancement of IT services for the DCU community.
- Represent ISS on relevant University committees, at sectoral meetings, working groups, conferences, seminars, etc. as agreed with the ISS Director.
- Contribute to the development, implementation and monitoring of the Department's policies, processes and procedures, and overall performance in respect of strategic objectives / plans.
- Keep up-to-date on issues and key developments that may impact on ISS / DCU with particular focus on Service Delivery / Excellence related matters.

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.

Qualifications and Experience

Candidates must hold a primary degree in computer science or related field and a minimum of ten years' experience in information technology roles demonstrating technical and professional development.

The candidate must have experience managing IT teams and providing service delivery leadership. The candidate should also be able to motivate staff, exercise influence and judgement, and challenge positively while working with a variety of key stakeholders.

The successful candidate must be able to demonstrate experience developing performance standards, metrics and associated reporting to support the delivery of service excellence to an established industry standard.

In addition the successful candidate will have:

- Extensive knowledge of one or more frameworks for the delivery of IT services, e.g. ITIL
- A track record of implementing new strategies and procedures relating to IT services and support.
- Demonstrated experience in developing a strong IT service organisation and a service-oriented culture.
- Excellent communication and people skills with the ability to establish mutual understanding to allow for collaborative working and effective resolution in the event of conflict, including the ability to communicate technical information and ideas clearly and concisely to non-technical people .
- The ability to work in a diverse, busy environment, use resources effectively and at times challenge processes to improve effectiveness /efficiency.
- IT expertise necessary to carry out the role to a high standard and share this with others.

Remuneration

Salary Scale: €51,477-€73,097

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

Closing Date

19th February 2018

Application Procedure

Informal enquiries to: Barbara McConalogue, Director of ISS, Dublin City University. Email: Barbara.mcconalogue@dcu.ie Tel: +353 1 700 8496

Application forms are available from the DCU Current Vacancies (open Competitions) website at <https://www4.dcu.ie/hr/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 #786 Services Manager-ISS**

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, Ireland. Tel: +353 1 700 5149; Fax: +353 1 700 5500 Email: hr.applications@dcu.ie. Applications must arrive on or before the closing date.

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