



**DUBLIN CITY UNIVERSITY  
OFFICE OF THE VICE-PRESIDENT ACADEMIC AFFAIRS (REGISTRAR)**

**Deputy Lead (Administrator 1)  
Design & Configuration  
Student Information Systems (SIS) Project  
Three-Year Fixed-Term Contract**

**Introduction**

DCU is a rapidly growing University and is now looking to transform the way in which its staff and students interact with each other, achieving excellence in service and ensuring the future needs of DCU are met. This transformation will be enabled by effective and efficient business processes supported by a fully integrated Student Information System, which will support our objectives to create and sustain a globally engaged university.

The Student Information System (SIS) will consolidate and modernise multiple legacy information systems into one, integrated software solution. It will enable the building of core capabilities that will deliver and sustain significant behavioural and business change, targeting strategic and operational opportunities to improve the experience for students and staff.

The SIS Programme has been mobilised to deliver this transformational change. The programme consists of several delivery streams relating to design and configuration, technology and integration, reporting, data, and change management.

**Role**

The Deputy Lead, will play a crucial role in the realisation of objectives associated with the Design and Configuration Delivery Stream, which are central to the SIS Programme. Reporting to the Delivery Stream Lead, s/he will discharge a leadership and advocacy role, assuming specific responsibility, among other things, for co-ordination of the activities of the SIS Academic, Professional Services and Student advisory groups and SMEs (*subject matter experts*) to support the design and implementation of the SIS. S/he will also be responsible for engaging the relevant stakeholders in review and design workshops. The Deputy Lead will act in place of the Delivery Stream Lead, if/when needed.

## **Duties and responsibilities**

Reporting to the Lead, Design and Configuration, the post-holder will:

- Co-ordinate the activities of the SIS Academic, Professional Services and Student advisory groups and SMEs in line with the implementation roadmap for SIS to ensure balanced and comprehensive input into design and configuration of the system to meet current and future needs.
- Ensure that input to the design and configuration of the SIS from all SMEs and stakeholders is consistent, transparent and reflective of the full breadth and depth of input required, developing, implementing and monitoring the efficacy of an appropriate methodology to achieve this.
- Develop and build strong relationships with key stakeholders across the University working collaboratively across all levels and acting as a strong advocate for the SIS.
- Play a leadership role in the co-ordination of activities relating to process review workshops to enable the realisation of required functionality that will optimise process standardisation, automation, innovation and efficiency, working collaboratively as part of the SIS team and with the appointed SIS supplier to this end.
- Possess and/or acquire in-depth knowledge of all operational processes that the SIS supports and engage business users with the SIS from a delivery viewpoint.
- Possess and/or acquire knowledge of and apply relevant methodologies and tools to support process review workshops.
- Working collaboratively with other delivery streams to identify relevant SME input for areas such as testing, data migration, training and reporting.
- Deputise for the Lead of the Delivery Stream, as required.
- Represent the programme and/or University in relevant external fora as required.
- Any other duty, which may be assigned by the Delivery Stream Lead or nominee.

## **Qualifications, experience and skills required**

The successful candidate must have a degree or equivalent. They must have a proven track record of success in operations management and/or project management, with a minimum of five years' experience, at the appropriate level, ideally in a university setting or complex public sector organisation. They will have excellent interpersonal, communication and organisational skills. In addition, the successful candidate will possess demonstrable leadership capability, and the experience and confidence to make decisions on a wide range of project related matters. Applications from candidates who have experience of a project and/or function that involved significant change-related elements would be especially welcome.

The successful candidate for this role will ideally have:

- Experience managing large complex processes, ideally including new academic programme design, academic programme delivery and assessment, exam processes and overall academic programme management.
- A proven track record of building and developing effective working relationships with strong leadership and influencing skills.
- Expertise in managing complex high-volume, multi-dimensional processes or projects.
- Excellent organisational skills and ability to prioritise a wide range of tasks.
- Awareness of the interface between administrative and/or operational processes and the systems that support them.

- Advanced knowledge as a user of IT systems, ideally within a university setting, such as, student information systems, and, ideally, experience of and/or involvement in the area of systems development (from an expert user perspective).
- A results focus, with the ability to see things from a strategic perspective.
- Excellent oral and written communication skills.

**Salary scale:** \*€51,992 - €73,828 per annum

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

**Closing Date:** 9<sup>th</sup> August 2019

### **Informal enquiries:**

Informal enquiries may be addressed to [bernadette.dowling@dcu.ie](mailto:bernadette.dowling@dcu.ie), Student Information System Programme (SIS), Office of Vice-President Academic Affairs (OVPAA). Please do not send applications to this email address, instead apply as described below.

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### **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

Applications should be submitted by email to [hr.applications@dcu.ie](mailto: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

**Please clearly state the role you are applying for in your application and email subject line:**

**Job Ref #ST1249: Deputy Lead (Administrator 1), Design & Configuration, SIS Programme**

**Dublin City University is an equal opportunities employer**