



## **Information Support Services Technical Support Personnel (Permanent Contract x2)**

### **Summary of Posts**

The ISS Service Desk provides ICT and AV support and services to staff and students across the campuses of DCU. In particular the section provides dedicated first and second level support to users of computing facilities and services across the Glasnevin, All Hallows and St. Patrick's campuses. The Service Desk provides individual advice, remote/deskside/service desk assistance, computer laboratory management and maintenance as well as phone and email support. Working with the other areas within ISS, the Service Desk works to ensure the successful implementation of new technologies, as they become available.

ISS are seeking to setup a panel from which two permanent posts will be filled initially, and further contract posts may be filled over the following six months should they become available.

### **Principal Duties**

- Delivering a high quality, customer focused service through maintaining availability of services to our customers;
- Ensuring, on a day to day basis, that the computing requirements of Students, Staff, the Research Community and staff within Campus Companies are met;
- Research trends and development in technology and work with colleagues within ISS to implement this technology to benefit the university community;
- Liaising with external providers as required.

### **Key Result Areas**

- The provision of quality, professional support and services to the DCU community;
- Proactively contributing to the development and enhancement of the ICT systems, support and services delivered by ISS;
- Proactively contributing to the on-going development of a quality customer service ethos within the immediate team and within the department;
- Delivery of the required customer support and service in accordance with the agreed standards and procedures with the area;
- Ensuring that all communications and interactions with ICT service customers are to the highest professional standards possible;
- Ensuring responsiveness to customer needs.

### **Working Relationships**

- The IT Support Personnel working within ISS will report to the Service Desk Manager and nominated supervisors;
- Daily interactions with colleagues within the Service Desk and other teams;
- Daily interactions with staff & students across the campus;

- Liaise and work with other members of the DCU community, educational institutions, and external bodies as required;
- Develop and maintain excellent working relationships with external suppliers as required.

### **Person Specification**

### **Qualifications**

Applicants must have a Leaving Certificate, a relevant IT qualification and a minimum of two years IT support experience. Additional relevant professional qualifications would be advantageous.

### **Knowledge & Experience**

- Strong appreciation of the importance of a quality, professional customer service;
- Ability to prioritise and time-manage effectively, and successfully work on own initiative;
- A proven ability to work successfully within a demanding IT environment;
- An excellent technical aptitude.

### **Skills & Competencies**

- Ability to work within a team and contribute to the development of that team;
- Good communication (both written and oral) and interpersonal skills;
- Understanding of technical issues associated with working within an ICT environment supporting a range of desktops, laptops and associated technologies including mobile technologies;
- Problem solving & creativity (innovation) in relation to support and service development and provision;
- Analytical Skills.

### **Current Salary Scales**

Technical Support Personnel: €26,806-€37,712

- *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**

08<sup>th</sup> December 2016

### **Application Procedure**

#### **Informal Enquiries**

For further information, please contact: Ian Spillane, ISS Service Desk Manager,

Email: [ian.spillane@dcu.ie](mailto:ian.spillane@dcu.ie)

Tel: 01 700 5083

**Application forms are available from:** [www.dcu.ie/vacancies/current.shtml](http://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](mailto:hr.applications@dcu.ie)

**Please clearly state the role that you are applying for in your application and email subject line: Job Ref #433 Technical Support Personnel**

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

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