Applications are invited from suitably qualified candidates for the following position:

**ICT Desktop and Mobile Device Support**  
**Permanent Contract, Grade 4**  
**Information Systems Services (ISS)**

**Introduction:**
Dublin City University ([www.dcu.ie](http://www.dcu.ie)) is a research-intensive, globally-engaged, dynamic institution that is distinguished both by the quality and impact of its graduates and by its focus on the translation of knowledge into societal and economic benefit. Through its mission to transform lives and societies through education, research and innovation, DCU acts as an agent of social, cultural and economic progress. DCU is Ireland’s fastest growing university, and now hosts more than 17,000 students across its three academic campuses: DCU Glasnevin Campus, DCU St Patrick’s Campus and DCU All Hallows campus.

**Information Systems Services (ISS):**
ISS is a central support unit responsible for providing a complete ICT service to the university’s various schools, units, research centres and campus companies. In addition to working closely with all stakeholders across DCU to ensure quality service delivery, ISS is responsible for the university’s extensive ICT infrastructure estate servicing our three academic campuses. For further information, please visit [https://www.dcu.ie/iss/](https://www.dcu.ie/iss/)

ISS plays a key role in supporting DCU in achieving the objectives set out in its Strategic Plan: Talent, Discovery and Transformation 2017-2022.

**Role Profile:**
The post holder will work within the ISS Department as part of a multidisciplinary team playing an important role in the implementation of DCU’s Desktop / Mobile strategy. The post holder will work with staff at all levels across DCU and with other IT professionals to deliver innovative and high quality solutions on behalf of our staff and students.

**Principal Duties and Responsibilities:**
Please refer to the job description for a full list of duties and responsibilities associated with this role.

**Candidate Requirements:**
- Relevant IT related qualification, preferably at degree level
- A minimum of 3 years’ experience with individual technologies including some of the following: PC/Mac hardware & software, Windows server, active directory, print management systems, file services, web browsers
- Advanced knowledge of OS developments (including Windows, OSX & Linux) and management of security issues pertaining to an open access environment
- Familiarity with technologies employed to actively manage a distributed environment
- Strong technical skills in Desktop (PC and Mac) and associated technologies
- Sufficient technical competence to build, support and continually innovate desktop based services/solutions
- Ability to work well within a professional, multi-disciplined IT team and contribute to the continual enhanced of the systems and services delivered by the team
- Strong interpersonal, customer service and communications skills
**Mandatory Training:**
Post holders will be required to undertake the following mandatory compliance training: GDPR and Compliance. Other training may need to be undertaken when required.

**Salary Scale:** €35,939 to €53,715 (Grade 4)

**Closing date:** Friday 17th January 2020

**Informal enquiries to:** Peter McGorman, Director, Information Services Systems, Dublin City University.
Phone: +353 1 700 5359; Email: peter.mcgorman@dcu.ie

*Please do not send applications to this email address; instead, apply as described below.*

**Application Procedure:**
Application forms are available from the DCU Current Vacancies (internal Competitions) website at [http://www.dcu.ie/hr/vacancies/index.shtml](http://www.dcu.ie/hr/vacancies/index.shtml) and also from the Human Resources Department, Phone +353 (0) 1 700 5149.

Please clearly state the role that you are applying for in your application form and email subject line: Job ref BC0413, ICT Desktop and Mobile Device Support.

Application forms must be submitted by e-mail to hr.applications@dcu.ie or by post to the Human Resources Department, Dublin City University, DCU Glasnevin Campus, DO9 W6Y4.

**Dublin City University is an equal opportunities employer and is committed to promoting gender equality reflected in its attainment of the Athena SWAN Bronze Award. Information on a range of university policies aimed at creating a supportive and flexible work environment is available at [https://www.dcu.ie/policies/policy-starter-packs.shtml](https://www.dcu.ie/policies/policy-starter-packs.shtml)**