Introduction:
Dublin City University (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 DCU’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/

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.

Duties and responsibilities include, but are not confined to the following:
• Building, implementing and maintaining desktop and mobile based services/solutions including image creation and deployment conforming to agreed strategic approaches
• Coordination of extensive UAT of images and applications with key stakeholders prior to deployment
• Administration and support of desktop and mobile device management services, conforming to established policies and practice
• Implementation, administration and support of security end point solutions including anti-virus, anti-malware and encryption
• Advising and assisting the DCU community in their use of desktop and mobile resources and associated technologies, and the provision of integrated solutions in support of our Teaching, Learning and Research agenda
• Contributes to the development of operational plans, ensures plans are fully implemented, and monitors progress to operational objectives
• Ensuring the integrity and security of desktop and mobile technologies deployed for the wider DCU community
• Assisting with ICT procurement processes as required
• Vendor and solutions provider management
• Account management and management of existing and emerging procurement frameworks for hardware and software
• Assisting in the evaluation, testing and implementation of new desktop/mobile solutions and technologies
• Administration, troubleshooting and support of print management solutions such as Papercut
• Administration, capacity planning, and support of software delivery solutions such as Cloud Paging
• Contributes operationally to the development of strategy within ISS with a particular focus on desktop/mobile services/solutions
• Carrying out other tasks which may be assigned from time to time by ISS management

Duties may change over time and other duties may be assigned by the ISS Director or his or her nominee.

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-disciplinary IT team and contribute to the continued enhancement of the systems and services delivered by the team
• Excellent customer service and communication skills
• Self-motivated and comfortable working on own initiative.

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.