



JOB DESCRIPTION

IT Systems Administrator (Device Management)

Professional 4

Information Systems Services (ISS)

Permanent

Dublin City University

Dublin City University (DCU) is a young, ambitious and vibrant university, with a mission 'to transform lives and societies through education, research, innovation and engagement'. Known as Ireland's 'University of Enterprise', DCU is a values-based institution, committed to the delivery of impact for the public good. DCU was named Sunday Times Irish University of the Year 2021.

DCU is based on three academic campuses in the Glasnevin-Drumcondra region of north Dublin. More than 18,000 students are enrolled across five faculties – Science and Health, DCU Business School, Computing and Engineering, Humanities and Social Sciences and DCU Institute of Education.

DCU is committed to excellence across all its activities. This is demonstrated by its world-class research initiatives, its cutting-edge approach to teaching and learning, its focus on delivering a transformative student experience, and its positive social and economic impact. The university continues to develop innovative programmes in collaboration with industry, such as the DCU Futures suite of degrees, which are designed to equip graduates with the skills and knowledge required in a rapidly evolving economy.

DCU's pursuit of excellence has led to its current ranking among the top 2% of universities globally. It is also one of the world's Top Young Universities (QS Top 100 Under 50, Times Higher Top 150 Under 100). In the Times Higher Education University Impact Rankings 2021, DCU ranked 23rd in the world for its approach to widening participation in higher education and its ongoing commitment to eradicating poverty, while it ranks 38th globally for its work in reducing inequality and 89th globally for gender equality.

The university is ranked 23rd in the world and first in Ireland for its graduate employment rate, according to the 2020 QS Graduate Employability Rankings. Over the past decade, DCU has been the leading Irish university in the area of technology transfer, as reflected by licensing of intellectual property.

Overview of the department

Innovation, efficiency, reliability and security remain at the heart of the ISS mission of being an enabler for DCU to deliver on its strategic goals set out in the current DCU Strategic Plan.

ISS continues to deliver critically important projects, seamlessly and continually upgrading the infrastructure that you rely on every day.

From minor regular security patching to major cloud migration projects that empower the next generation of services, there is a determination among everyone in this team to strive to make services more accessible, efficient and secure.

Role Profile

Reporting to the IT Operations Manager, the IT Systems Administrator will work within the ISS Department as part of a multidisciplinary team playing an important role in the implementation of Device Management for the University. The post holder will work with staff at all levels across the University and with other IT professionals to deliver innovative and high quality solutions for the University community.

Duties and Responsibilities

The duties and responsibilities of the position include, but are not restricted to, the following:

- IT systems & services administration
- Provide an escalation point for second tier technical support.
- Evaluation, administration and support of desktop and mobile device management services.
- Implementation, administration and support of security end point solutions including anti-virus, anti-malware and encryption
- Building, implementing and maintaining desktop and mobile based services/solutions including image creation and deployment.
- Ensuring the integrity and security of desktop and mobile technologies deployed for the wider DCU community
- Vendor and solutions provider management
- Administration, troubleshooting and support of print management solutions
- Administration, capacity planning, and support of software delivery solutions
- Contributes operationally to the development of strategy within ISS with a particular focus on desktop/mobile services/solutions

Note: The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake others duties within the scope and grading of the post.

Qualifications and Experience

The ideal candidate will have:

- A Primary Degree (or equivalent) in Information Technology, Computer Science or other relevant field
- At least 3 years' experience working in a challenging IT environment including experience with ICT administration
- Additional experience or relevant professional qualifications would be advantageous
- Must have had previous responsibility in a complex ICT environment
- Experience in the development and provision of device management services/solutions such as Microsoft InTune
- Understanding of technical issues and be skilled in the following;
 - Windows, Mac OS and Linux operating systems
 - PC/Mac hardware & software
 - Windows Server
 - Active Directory
 - End point protection
 - Virtual infrastructure deployment
- Ability to work well within a professional, multi-disciplined IT team and contribute to the continual enhanced of the services delivered by the team
- Flexibility and the ability to anticipate and provide solutions as required
- Excellent Analytical skills and Problem solving abilities
- Excellent communication and interpersonal skills