



*Applications are invited from suitable candidates for the following position:*

**IT Operations Manager  
Information Systems Services (ISS)  
Permanent Contract**

Dublin City University [www.dcu.ie](http://www.dcu.ie) 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 and Transformation', it is committed to the development of talent, and the discovery and translation of knowledge that advances society and the economy. DCU is the Sunday Times Irish University of the Year 2021.

The University is based on three academic campuses in the Glasnevin-Drumcondra region of north Dublin. It currently has more than 18,000 students 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 creating a transformative student experience, and its positive social and economic impact. This exceptional commitment on the part of its staff and students has led to DCU's ranking among the top 2% of universities globally. It also consistently features in the world's Top 100 Young Universities (currently in QS Top 70 Under 50, Times Higher Top 150 Under 100).

DCU is placed 84th in the world, in the Times Higher Education University Impact Rankings – measuring higher education institutions' contributions towards the UN Sustainable Development Goals. Over the past decade, DCU has also been the leading Irish university in the area of technology transfer, as reflected by licensing of intellectual property.

**Information Systems Services (ISS)**

The ISS Department 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. ISS plays a key role in supporting DCU in achieving the objectives set out in its Strategic Plan: Talent, Discovery and Transformation 2017-2022. For further information, please visit <https://www.dcu.ie/iss/>

**Role Profile**

Reporting to the Director of ISS, the IT Operations Manager will be responsible for the day to day operations of the central infrastructure which underpins all the business functions and processes of the university. S/he will lead a team of technical staff with responsibilities across networks, data centres, server infrastructure, desktops, unified communications and software applications. The post holder will ensure that the IT operations of the university are fully supported at all times by the IT

function in a secure and effective way through capacity planning, infrastructure management, optimisation of resources and stakeholder engagement.

**Duties and Responsibilities:**

See job description for main list of duties and responsibilities.

**Candidate Requirements:**

- A Primary Degree and/or post-graduate degree (Master's Degree level or equivalent) in Information Technology, Computer Science or other relevant field
- Have a minimum of 10 years' IT professional, leadership and management experience
- Additional relevant professional qualifications would be advantageous
- High level of technical planning and infrastructure deployment experience
- Extensive experience in platform and service delivery operating across a variety of IT delivery roles in large organisations
- Strong technical knowledge and experience in the management and administration of a broad range of technologies
- A strong comprehension of cybersecurity and related technologies
- Significant practical experience working at a senior level in a large organisation, demonstrating an ability to quickly build and maintain effective working relationships
- Experience in the creation of business plans, strategic proposals and cost benefit analysis
- Experience with supplier management, negotiation and the public procurement process
- Strong customer service perspective with experience in large scale organisations and diverse user communities
- An appreciation of IT principles including regulatory, legislative and industry practices
- Experience of using a risk based approach to IT service delivery
- Excellent leadership, communication and project management skills.

**Essential Training**

The post holder will be required to undertake the following mandatory compliance training: GDPR and Compliance. Other training may need to be undertaken when required.

**Salary Scale:** \*€59,166 to €95,076 (Administrator II)

*\*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:** Monday 31st January 2022

**Informal Enquiries to:** Peter McGorman, Director, ISS; E-mail: [Peter.Mcgorman@dcu.ie](mailto: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 website at <http://www.dcu.ie/hr/vacancies/index.shtml> Applications should be submitted by email to [hr.applications@dcu.ie](mailto:hr.applications@dcu.ie)

**For further information** about DCU and benefits visit: [Why work at DCU?](#)

**Please state the role that you are applying for in your application and email Job Ref: #BC211013  
IT Operations Manager**

*Dublin City University is an Equal Opportunities Employer.*

*In line with the Employment Equality Acts 1998 – 2015, the University is committed to equality of treatment for all those who engage with its recruitment, selection and appointment processes. The University's Athena SWAN Bronze Award signifies the University's commitment to promoting gender equality and addressing any gender pay gaps. Information on a range of university policies aimed at creating a supportive and flexible work environment are available in the [DCU Policy Starter Packs](#)*