



## **Job Description**

### **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**

- Managing the operations of key technology platforms and infrastructure to support the University
- Contributing to the IT enterprise strategy and architecture to deliver the Universities strategic goals
- Ensuring that the relevant technical strategies, policies, standards and practices are applied correctly
- Ensuring that the management of our infrastructure is fully aligned with our IT disaster recovery and business continuity planning
- Managing suppliers and external partners in the delivery of ICT services
- Proactively monitor hardware and software systems to meet key performance measures and continually enhance service delivery
- Manage ICT incidences, support issues and services fulfilment
- Setting an exemplary standard in relationship management by providing a strategic interface between stakeholders and IT specialists
- Working proactively with stakeholders to plan for key business periods and key business processes to ensure ongoing operational excellence
- Advise and assist key business unit management in the consideration and/or prioritisation of future and on-going IT business solutions development
- Leading and contributing to major infrastructure projects
- Documenting and communicating information about emerging technologies to relevant management and staff and contribute to briefings and presentations about their relevance and potential value to DCU
- Managing technical teams and ensuring effective training and skills development
- Managing key ISS administrative functions in conjunction with the Director of ISS
- Represent ISS on external and internal committees and at events, where appropriate.

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

### **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**

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