JOB DESCRIPTION

Project Manager/Senior Business Analyst
Professional 6
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

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

Working as part of a developing and exciting team, and reporting to the Manager of Project & Business Support, the Project Manager/ Senior Business Analyst will be responsible for the provision of project management, change management, business analysis and business relationship development. The candidate will provide a leadership role working as part of dedicated project teams within ISS and across the University. The candidate will be responsible for the management, specification and implementation of IT change. Covering projects, support, upgrades, reporting and introduction of new or replacement applications and processes. The role presents the opportunity to contribute across multi scale, multi-faceted projects, such as student information systems, finance system, HR and payroll systems, Library management, access control to name but a few.

The individual will possess a growth mind-set and actively acquire in-depth knowledge of university applications, business processes and people. The role offers the chance to work with key university stakeholders and participate on key strategic initiatives whilst being part of a supportive team and dynamic department.

Duties and Responsibilities

Duties and responsibilities of the post would include but are not limited to:

- Providing project and change management expertise on all stages of project lifecycle across a breadth of technical and business related areas.

- Build and develop key business relationships and become a key point of contact and advice for ISS, the wider university and external third parties

- Provide tier 2 level support on a number of business applications and processes

- Develop and promote best practice across the university for IT change management, utilising project management tools, such as Teamwork, to develop, track, report and ultimately deliver on short and long term projects

- Gather and produce documentation covering areas such as business requirements, meeting minutes, application detail, operating procedures, test scripts and support.

- Possess or acquire expert knowledge of DCU applications, processes and the technologies.

- Provide effective organisation, leadership, communication and management of deliverables, whilst working as part of a supportive team and department. Providing mentorship and guidance to colleagues.

- Develop and lead project teams comprising multiple stakeholders drawn from across the University to introduce, enhance, upgrade or otherwise modify applications and related processes within specified timeframes and to budget, assuming responsibility for the development, monitoring and adjustment of related project plans.

- Advise and assist colleagues in the consideration and/or prioritisation of future and on-going IT development, informing and contributing directly to decision-making process.

- Monitor technical and industry developments, evolving practice and best practice (nationally and internationally) in relation to IT applications, in particular those of relevance to Higher Education and options for business process improvement or IT development.

- Represent the unit and/or University in relevant external fora, as directed by ISS management.

- Any other duty which may be assigned from time to time by ISS management.

The role may change in line with Unit/University requirements and developments. The successful candidate will be expected to show flexibility in line with any changes which may occur.

Qualifications and Experience

In addition to the [internal service criteria](), the ideal candidate will have:

- A primary degree, preferably in Information Technology, Computer Science or other relevant field
- A minimum of five years' relevant work experience.
- The ability to lead and motivate colleagues, to exercise influence and judgement, and to challenge positively while working with a variety of stakeholders
- A proven track record in the management and delivery of complex projects / business solutions implementation.
- To be able to provide a methodical structured approach to problem solving whilst tackling factors of change often associated with systems delivery.

Desirable

- Experience in the use of project management tools. Project improvement methodologies, leadership and change management experience would be advantageous.

In addition, the successful applicant will possess:

- A demonstrable aptitude for process and solution evaluation.
- A clear appreciation of information technologies, in particular, the following: cloud based, relational databases, reporting tool, workflow, software development tool and systems' integration techniques.
- An understanding of the project lifecycle, and an appreciation of enterprise architecture and change management.
- An understanding of academic or other complex administrative processes and related supporting technology.
- Excellent interpersonal and communications skills (written and oral).