Dublin City University
HR Systems Analyst (Professional 5A)
Human Resources Department
Permanent Contract

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

Dublin City University is organised around five academic faculties with their associated Schools and Research Centres. There are also a number of supporting offices and units together with campus companies. The Human Resources (HR) Department is a central administrative department, which is responsible for providing a complete human resources service to these faculties, departments and campus companies.

The HR Systems Team play a key role in the efficient management of HR data by ensuring our IT systems support the business requirements of the HR Department. Central to HR activities is the CoreHR database which stores records for all employees and interfaces with related software modules that deliver contract history, identity management, payroll, pensions, and timekeeping services. The HR Systems Team also support the operation of the Therefore Records Management System for storing and retrieving documents relating to staff and HR processes. The HR Systems Team acts as a support and advisory service to other sections of the HR Department as regards IT systems and processes.

Role Profile

Reporting to the HR Systems & FOI Manager, the successful candidate will be required to work within the existing HR systems team and liaise closely with colleagues within the HR Department. The HR Systems Analyst will play a leading role in developing the IT systems to support HR processes and initiatives. They will also assist in ensuring that HR systems are effectively operated and maintained, and that the data held within HR databases is accurate and complete. The successful candidate will be responsible for ensuring that regular system upgrades are fully tested before deployment. They will have a focus on excellent customer service and will work to ensure that the HR systems team is responsive to client needs. The HR Systems Analyst will provide training on HR Systems to users throughout the University and will supervise and delegate work to other members of the team. The HR Systems Analyst will be the subject matter expert for all queries on HR systems and will work with external stakeholders across the University to ensure that HR systems are meeting their needs.

Duties and Responsibilities

While this job description identifies key tasks associated with this role, this list is not exhaustive. The tasks assigned to the post holder may change over time in line with the requirements of the HR Department and the wider university community. The main tasks include but are not limited to the following:

- Work on process improvement projects across the HR department with a particular emphasis on integrating IT systems into HR processes.
- Develop, improve and maintain record management solutions for the HR department using Therefore Records Management software.
- Act as a key point of contact on HR systems to Heads, managers and system users.
- Resolve issues that occur on the Core HR database and other HR systems such as Therefore Records Management System and the SRA system.
- Assist with the development of new or modification of existing standard operating procedures in respect of generation of employee documentation and storage of records as required.
- Work closely with members the HR Team to ensure accurate data entry into HR systems.
- Ensure that the reference data on HR systems is updated and maintained accurately.
- Regularly review software release notes to ensure relevant new features are brought to the attention of HR management and implemented as required.
- Lead the implementation of new features and services across all HR systems.

- Create bespoke system reports as required using reporting tools such as Core Insight.
- Provide training on all system changes to HR users and the wider DCU community, as required. Design a training approach for all HR system implementations which will be agreed with the HR management team. Agree a training plan to ensure that all users are trained in each of the relevant systems.
- Train staff within the HR systems team.
- Complete system audits, as required. Audit system access reports and ensure access is updated on a regular basis.
- Work closely with external stakeholders (e.g. Finance, Payroll, ISS, Estates, RIS) to ensure seamless integration of HR systems with other University systems.
- Maintain oversight and the ability to navigate and extract data from all HR related systems.
- Supervise and delegate work to other members of the HR Systems team as appropriate.

Qualifications and Experience

Essential

- Must have 3 years relevant experience in addition to a primary degree, preferably in IT or a related discipline.
- Experience of the CoreHR System and implementing Core HR modules is essential.
- Significant degree of technical competency including practical appreciation of databases and reporting tools.
- Excellent technical and analytical skills including attention to detail combined with the skill to communicate concisely.
- Excellent interpersonal and influencing skills with a proven ability to build positive relationships with key stakeholders and colleagues at all levels both internal and external.
- Strong organisational and prioritisation skills, with the capability to manage multiple priorities with competing priorities/deadlines.
- Problem identification and solution skills (including core, conceptual and logical thinking)
- Excellent communication skills (including oral, written, report writing, presentations).
- Ability to work independently and proactively and respond to the changing demands that arise in a fast-moving University environment.
- Ability and willingness to work flexibly.

Desirable

- A strong working knowledge of Core Insight, Tableau or similar database reporting tools.
- Experience working with *Therefore* Records Management software is also desirable.
- Experience within the Higher Education Sector.

Mandatory training

The postholder will be required to undertake the following mandatory compliance training: Orientation, Health & Safety, and Data Protection (GDPR). Other training may need to be undertaken when appropriate.