



JOB DESCRIPTION

Technical Officer/Senior Technical Officer
School of Nursing, Psychotherapy and Community Health
Faculty of Science and Health
Fixed Term Five Year Contract

Dublin City University

Dublin City University (DCU) is a leading innovative European University. It is proud to be one of the world's leading Young Universities and is among the world's top 2% globally. DCU is known as Ireland's University of Impact, with a mission to 'transform lives and societies' and focuses on addressing global challenges in collaboration with key national and international partners and stakeholders.

DCU has over 20,000 students in five faculties spread across three academic campuses in the Glasnevin-Drumcondra area of North Dublin. Thanks to its innovative approach to teaching and learning, the University offers a 'transformative student experience' that helps to develop highly sought-after graduates. DCU is currently No. 1 in Ireland for Graduate Employment Rate, and for graduate income (CSO).

DCU is a research-intensive University and is home to a number of SFI-funded Research Centres. The University participates in a range of European and international research partnerships. DCU is also the leading Irish university in the area of technology transfer as reflected by licensing of intellectual property.

As a 'People First' institution, DCU is committed to Equality, Diversity and Inclusion - a University that helps staff and students to thrive. The University is a leader in terms of its work to increase access to education, and is placed in the world's Top 10 for reducing inequalities in the Times Higher Education Impact Rankings.

School of Nursing, Psychotherapy & Community Health

The School of Nursing, Psychotherapy and Community Health at DCU is a leader in its field with expertise in the provision of programmes in Nursing, Psychotherapy and Community Health. The programmes currently offered are:

- B.Sc. in Nursing across four disciplinary areas: General Nursing, Mental Health Nursing, Children's and General Integrated Nursing, and Intellectual Disability Nursing
- Higher Diploma (Post-Registration) in Children's Nursing
- B.Sc. in Health and Society
- M.Sc. in Child and Family Health and Wellbeing

- M.Sc. in Health and Social Inclusion
- M.Sc. in Specialist Nursing for Future Healthcare
- M.Sc. in Advanced Nursing Practice (Saudi Arabia)
- M.Sc. and Doctorate in Psychotherapy
- Certificate in Homelessness Prevention & Intervention
- Graduate Certificate in Sexuality Education and Sexual Wellbeing
- Stand-alone professional development modules for healthcare practitioners
- Certificate in Peer Support working in Mental Health

Role Profile

The School of Nursing, Psychotherapy and Community Health is seeking to appoint a Technical/Senior Technical Officer. The successful individual will assist with and facilitate all technical activities within the School including assisting with delivery of teaching and research that is aligned with the strategic plan of the School. The successful individual will be expected to contribute to providing academic staff and students with relevant IT/AV training and support. The successful individual will be expected to support existing audio-visual and e-learning facilities within the School, and undertake installation, maintenance and updating of hardware and software, and commissioning of new equipment, in keeping with the teaching and research needs of the School. The post is based on the Glasnevin Campus and the successful individual will report to the Head of School.

Duties and Responsibilities

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

- Develop and implement software and technical solutions in support of the School programmes
- Provide academic staff and students with advice, training, programming, and assist on a range of software packages
- Assist academic staff with virtual learning environments
- Aid research projects, as relevant, in areas that support the strategic plan of the School
- Provide expertise on the utilisation of large technical equipment for research and teaching
- Undertake the installation, maintenance and updating of hardware and software, and the commissioning of new equipment, as appropriate, in keeping with the teaching and research needs of the School, in consultation with Head of School or nominee
- Research and identify ways in which current and emerging technology can assist the School in carrying out its research and teaching
- Ensure laboratories, skills and simulation areas are appropriately maintained
- Prepare standard operating procedures and ensure documentation is available for all equipment and accessories
- Order and take delivery of equipment and materials, and maintain appropriate records in relation to same
- Support of existing audio-visual and e-learning facilities within the School
- Contribute to marketing and promotion activities of the School
- Liaise closely with the University's Information Systems and Services department, and other central units within the University, as appropriate
- Undertake any other duties as assigned by the Head of School or nominee

Qualifications and Experience

Essential:

- Applicants must hold an NFQ Level 8 degree in a relevant area or have a minimum of five years' experience of working in digital or information technology in a higher education environment.
- Progression to Senior Technical Officer and beyond requires a NFQ level 9 degree or professional equivalent (minimum 8 years relevant experience working in digital or information technology in a higher education environment.)

Desirable:

- Proven track record of working in digital or information technology in a Higher Education environment – ideally three years.
- Applicants will have an excellent knowledge of the use of new learning technologies to aid student learning, including engaging with online teaching platforms and technology assisted learning.
- Extensive experience of working in staff support roles and IT support provision.
- Applicants must be familiar with website development and use of social media.
- Applicants should have excellent technical, communication and interpersonal skills
- A track record of working independently, but also demonstrate their ability to work as part of a team.
- A flexible approach to work and a willingness to assist with new developments in line with Faculty/University Strategy
- The ability to work with faculty, researchers and students at all levels and excellent IT skills are also required
- Have experience of working with multimedia packages for learning including video and audio production and editing etc.
- The ability to prioritise work, work to tight deadlines and take responsibility for project deliverables is key to this role

Essential Training

The successful individual will be required to undertake the following essential compliance training: Orientation, Health & Safety and Data Protection (GDPR). Other training may need to be undertaken when appropriate to upskill in areas as required for the post.