



Job Description

Head of Academic Systems (Administrator III) Office of Vice-president Academic Affairs (Registrar) 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.

Academic Systems

Reporting to the Academic Secretary, the Academic Systems unit supports the Vice President Academic Affairs (Registrar) in exercising strategic ownership and oversight of core IT applications that are integral to the academic business of the University. Working closely with colleagues in Information Systems and Services (the University's central IT department) and relevant business areas across the University, the unit

- ensures that relevant IT applications are fit for purpose and enable the achievement of University strategic and operational objectives

- provides comprehensive tier 2 end-user and application support in respect of the specific applications for which the unit has responsibility
- complements and enhances existing applications and process expertise, giving particular consideration to business needs, the optimisation of applications and related process improvement.

DCU is currently in the process of implementing a cloud based Student Information System (SIS) to support our objectives as a globally engaged university. The SIS Programme has a key role to play in the achievement of the University strategic goals, leveraging the affordances of digital technology and systems integration to enhance the experience of both students and staff, and facilitate operational excellence. The Academic Systems unit will assume responsibility for the solution that is currently being implemented and is actively contributing, together with other key stakeholders, to the SIS Programme, which is a significant change programme for the University.

Role Profile

The Head of Academic Systems will assume overall responsibility for the management and enhancement of core University IT applications that lie within the Vice President Academic Affairs (Registrar)'s remit, viz., the student information system and the timetabling and room booking system. They will be responsible for the line management and professional development of staff associated with the Academic Systems unit, and for the on-going development and operation of the unit within an overall framework of continuous improvement. Specifically, with respect to the SIS Programme and working closely with the SIS Programme team and other relevant stakeholders, they will be responsible for ensuring that service transition to BAU as it relates to Academic Systems is effectively executed.

Duties and Responsibilities

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

- Leading the development and on-going operation of the unit within an overall framework of continuous improvement that is in keeping with the vision for the unit and is integral to the realisation of existing and emerging University strategic objectives
- In the context of the SIS Programme, managing Academic Systems-specific engagements with and input to the Programme and, consistent with the SIS Programme Roadmap, ensuring that service transition to BAU as it relates to Academic Systems is executed effectively and comprehensively for each release
- Managing, motivating and providing overall leadership to the team within the unit, ensuring that their technical expertise, skills sets and competencies, as well as their knowledge and understanding of relevant business processes, remain current and capable of maximising the impact of the unit and the applications for which it is responsible
- Ensuring optimum utilisation of the applications for which the unit has responsibility in order to effectively meet University strategic objectives and operational needs, working proactively with all relevant business units to this end
- Assuming responsibility for the management and on-going refinement of the unit's end-user and application support model in a manner that is consistent with industry standards, for the applications that are supported by the Unit, working closely with vendors, ISS and relevant business areas in this regard

- Managing the specification and implementation of application changes, related configuration or development, as well as upgrades, and associated process changes and improvements, in conjunction with relevant business units
- Overall management of current and future vendor relationships and related licensing, together with the management of associated budgets
- Ensuring the successful delivery of all projects for which the unit is responsible, and leading specific University-wide project teams and/or groups as required
- Proactively identifying substantive opportunities for greater business integration, business process automation, innovation and increased efficiency and related process improvement, developing proposals (including relevant costing, impact modelling etc.) for referral, as appropriate, to Senior Management, and managing subsequent implementation
- Advising senior colleagues, informing Senior Management decision-making and taking systems-related decisions that will have University-wide impact
- Ensuring that the unit's operation is informed by industry and sectoral developments, emerging technical developments and trends, evolving practice and best practice
- Representing the Unit and/or University in relevant external fora, as directed by the Academic Secretary
- Deputising for the Academic Secretary in relation to systems and/or unit related matters, as appropriate
- Any other duty which may be assigned from time to time by the Academic Secretary.

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

Essential Criteria

- An honours degree and preferably a postgraduate qualification in Information Technology, Computer Science or other relevant field
- A *minimum* of ten years' relevant experience, with a minimum of 5 years' experience at a management level within higher education (ideally), the public sector, or other complex business environment(s)
- Direct and recent experience of the management of service transition to BAU (whether from a programme or service recipient unit perspective) in the context of a major IT transformation programme
- A range of experience spanning the specification, procurement, and implementation of IT applications, as well as service management and project/programme management
- Direct experience of line-managing, developing and motivating a team to deliver professional service level requirements
- Experience leading organisation-wide project teams, the membership of which is drawn from a variety of business, technical and other areas, and a proven track record of project delivery to deadline and within budget
- An in-depth appreciation of information technologies, in particular, the following: relational databases, internet technologies, software development tools and technologies, and systems integration techniques

- A demonstrable comprehension of the software development lifecycle and of enterprise architecture.

Desirable Criteria

Recognised qualification or certification in:

- ITIL or equivalent ITSM Framework
- Process improvement methodologies (e.g. Lean, Six Sigma etc.)
- Project management (e.g. PMI, Prince 2 etc.).

In addition, the ideal applicant will:

- Be capable of exercising judgement and making decisions on a wide range of systems and related process matters
- Demonstrably possess the leadership capability, influencing and relationship building skills necessary to drive projects to successful conclusion, effecting demonstrable business improvement
- Have a professional, thorough and diligent approach and be capable of clear-thinking under pressure, along with excellent organisational and management skills
- Possess excellent stakeholder management and communication skills, including the ability to effectively communicate technical content to a non-technical audience
- Have excellent troubleshooting skills with the ability to get to the root cause of problems
- Be able to cope with tight schedules in a calm and effective manner and manage the delivery of multiple deliverables concurrently.
- Have excellent team and line management skills.

Essential Training

The successful candidate will be required to undertake the following mandatory compliance training: Orientation, GDPR, and Compliance. Other training may need to be undertaken when required.