Applications are invited from suitably qualified candidates for the following position:

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

See job description for list of main duties and responsibilities.

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.

Salary Scale: *€83,674 - €110,287 (Administrator III)
Appointment will be commensurate with qualifications and experience and will be made on the appropriate point of the salary scales, in line with current Government pay policy.

Closing Date: Tuesday 15th March 2022

Informal Enquiries may be addressed to Pauline Mooney, Academic Secretary, Office of the Vice President Academic Affairs. E-mail: pauline.mooney@dcu.ie Please do not send applications to this email address; instead, apply as described below.

Application Procedure: Application forms are available from the DCU Current Vacancies website at https://www.dcu.ie/hr/vacancies/current.shtml. Applications must be submitted by e-mail to hr.applications@dcu.ie

Please clearly state the role that you are applying for in your application form and email subject line, **Ref #BC2804b Head of Academic Systems.**

For more information on DCU and benefits visit: Why work at DCU?