Applications are invited from suitably qualified candidates for the following position

Technical Training Officer
Student Information Systems (SIS) Programme, Office of Vice-President Academic Affairs
(Registrar)
2 Year Fixed Term 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.

In the context of its five-year strategic plan, Talent, Discovery and Transformation 2017-2022, DCU is currently in the process of implementing a cloud-based Student Information System (SIS) to assist 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 SIS project is being mobilised in the Office of the Vice-President Academic Affairs to deliver this transformational change. A Project Management Office (PMO) has been established to co-ordinate and lead delivery, financial, resource and risk management working closely with the SIS Programme Delivery Streams and the solution provider(s).

Role Profile

The project team now seeks to recruit a Technical Training Officer to design and deliver training activities as part of the SIS Programme. This role will report to the SIS Training Manager.

Duties and Responsibilities
Please refer to the job description for a list of duties and responsibilities associated with this role.

Qualifications and Experience

- A technical undergraduate degree (Engineering, Computer science or similar) is essential
- A minimum of 3 years' technical training experience including the analysis of IT systems, business processes and design and delivery of technical training courses is essential.
- Experience of a large-scale digital transformation project would be an advantage.
- Ability to present content in a clear and efficient manner, including the ability to effectively communicate technical content to a non-technical audience.
- Experience estimating, prioritizing, planning, coordinating and reporting on training activities.
- Experience in writing clear, concise and comprehensive user guides and quick guides.
- Experience reviewing requirements, specifications and technical design documents and produce user guides from this information.
- Ability to operate in an environment with tight deadlines, finite resources and uncertainty.
- Ability to work effectively and collaboratively across a number of different teams, projects and locations.
- Excellent planning and organisational skills with the ability to manage schedules, deliver to deadlines and prioritise workload.
- Excellent social skills - takes a consultative approach and is able to build relationships at all levels.
- Knowledge and/or experience with web publishing systems is desirable but not essential.
- Knowledge and experience of the Higher Education Sector (nationally and/or internationally) desirable.

Essential Training

The post holder 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 required.

Salary Scale:

Senior Admin Assistant 1 (Grade V) - €49,679.00 - €59,853.00 *refer to* [DCU Payscales](#) *for the applicable payscale.*

Appointment will be commensurate with qualifications and experience and will be made on the appropriate point of the salary scale, in line with current Government pay policy.

Closing date: *4th April, 2022*

For more information on DCU and benefits, please visit [Why work at DCU?](#)

Informal Enquiries in relation to this role should be directed to:
Niamh Hopkins, Training Manager, SIS Programme in the Office of Vice President Academic Affairs, Dublin City University.
Email: niamh.hopkins@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-vacancies-external-applicants (external applicants)

Applications should be submitted by e-mail with your completed application form to
hr.applications@dcu.ie

Please clearly state the role that you are applying for in your application and email subject line: Job Ref #ST1639 Technical Training Officer

Dublin City University is an equal opportunities employer.

In line with the Employment Equality Acts 1998 – 2015, the University is committed to equality of treatment for all those who engage with its recruitment, selection and appointment processes.

The University's Athena SWAN Bronze Award signifies the University's commitment to promoting gender equality and addressing any gender pay gaps. Information on a range of university policies aimed at creating a supportive and flexible work environment are available in the [DCU Policy Starter Packs](#)