JOB DESCRIPTION

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.

Overview of the department

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

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

- Carry out training needs analyses with stakeholders across the university.
- Feed into the training plan and approach.
- Execute training plans for each of the phases of the SIS business services impacted by the SIS Programme.
- Plan, design, deliver and evaluate training in a variety of formal (e.g. a classroom), informal (e.g. deskside coaching) or online (e.g. eLearning and webinar) environments.
- Design training programmes to fill identified skills gaps and to prepare the DCU university community for upcoming changes that require IT skills development.
- Develop an appropriate mix of formal and informal training materials, documents and activities. Develop and use online learning materials to support the delivery of IT training.
- Design, compile and update all training materials, user guides, quick reference guides and maintain the existing IT training resources.
- Update the Knowledge Hub (training website) with user documentation.
- Update the training booking system and report on and monitor training activities.
- Work in association with the wider SIS Programme team and external vendors during the design and delivery of training activities.
- Host and present at online events supporting the SIS programme.
- Processing of attendee feedback surveys and results (including conducting online surveys e.g. Survey Monkey.
- Actively promote the rollout and implementation of a "train the trainer" programme.
- Assist change management, communications and transition activities as necessary.
- Partner with the SIS Programme, DCU and non DCU resources to comprehend the high-level impact on different teams / units.
- Run seminar/conference/training events on site and remotely including set-up, support for speakers, registration, handling of queries and Q&A sessions.
- Identify any training-related risks, issues and dependencies and escalate appropriately.
- Setup and refresh of data in the SIS training environment to assist the delivery of training courses.
- Deputise for the Training Manager as required.

Qualifications and Experience

The successful individual will have:

- 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.