



**Assistive Technology Officer
Professional 4 (P4)
Student Support & Development
Permanent**

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

Student Support and Development (SS&D) provides personal and professional development and support to students at DCU and is a busy and diverse Unit which includes the Student Advice Centre, Counselling & Personal Development, Student Learning, Financial Assistance, Chaplaincy, the Student Health Centre, Disability & Learning Support, the Access Office and the Careers Service. Further information on Student Support & Development can be found at:

<http://www.dcu.ie/students/index.shtml>

Role Profile

SS&D is currently seeking an **Assistive Technology Officer** to provide assistive technology supports to students registered with the Disability and Learning Support Service (DLSS). The role will be based in the DLSS in the first instance but may, in line with service requirements, move elsewhere within SS&D.

This post involves the delivery of a high-quality Assistive Technology service to students registered with the Disability & Learning Support Service (DLSS) in DCU. Working under the guidance of the Head of the Disability & Learning Support Service (DLSS), the **Assistive Technology Officer** holds specific responsibility for providing, devising and implementing a cohesive Assistive Technology support plan for students. Students who typically avail of this support include those with physical and/or sensory difficulties and students with Specific Learning Difficulties. Support is tailored to meet the individual needs of the student, with the overall objective of improving access to their academic programme.

The **Assistive Technology Officer** will work within the context of the multi-disciplinary Disability & Learning Support Service team and the wider Student Support & Development Unit in DCU. The successful individual will be required to work as part of a busy team and deal with a diverse and sensitive range of inquiries and at times work under pressure. The role will report directly to the Head of the Disability & Learning Support Service.

Duties and Responsibilities:

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

- Determine the Assistive Technology needs of students with a disability in an academic setting.
- Carry out Needs Assessments and Assistive Technology assessments for a caseload of students with disabilities to determine appropriate Reasonable Accommodations and supports.
- Implement a bespoke Assistive Technology Service, under the direction of the Disability Officer, to students with a disability ensuring that the students' individual needs are met.
- Research and procure suitable assistive technology on behalf of the DLSS
- Maintain a database of technologies loaned to students, adhering to data retention guidelines.

- Maintain records of expenditure on technology and other supports provided to students and funded by the Fund for Students with Disabilities.
- Co-ordinate and provide assistance for Assistive Technology used in exam settings and train invigilation staff in the use of Assistive Technology for exam purposes as required.
- Prepare and deliver group training for staff on Assistive Technology and ICT accessibility.
- Collaborate with colleagues in Student Support & Development to develop on-line training materials for students and staff on Assistive Technology and other topics in collaboration with the DLSS.
- Keep up-to-date with advances in Assistive Technology, attend training, and make recommendations as to appropriate technologies to provide in an academic environment to students with disabilities.
- Building and maintain collaborative working relationships with the University community to promote digital accessibility and the benefits of AT to all students.
- Assist with orientating students from underrepresented groups to the college environment and in particular with the digital skills required of students in an academic environment.
- Respond to general queries from staff and students by email, telephone and in person.
- Carry out other such duties as determined and directed by the Director of Student Support & Development or her nominee.

This role may change in line with department requirements and the strategic direction of the University. The post holder will be expected to carry out any duty requested by his/her Head of Unit and the Director of Student Support & Development.

Qualifications and Experience

Essential Criteria

- Individual's must have a Primary Degree or equivalent (NFQ Level 7) in a relevant area
- A minimum of 3 years' experience in a third level environment or within the disability field
- Comprehensive knowledge of assistive technologies and their benefits in education

In addition, the ideal candidate will have:

- Understanding of a wide range of disabilities and their impact on learning.
- Knowledge of the range of reasonable accommodations/adjustments available and the appropriate use of such accommodations/adjustments
- Previous experience of providing technology solutions.

- Experience of dealing with in a customer-facing, support environment.
- High levels of creativity, innovation, motivation, proactivity and flexibility.
- Excellent IT skills, including a working knowledge of MS Office and Drupal.
- Strong interpersonal and organisational skills
- Manage a caseload of students within tight deadlines
- Excellent Communication Skills
- Ability to work independently and take the initiative, where relevant
- Ability to work effective as part of a wider team

Essential Training:

The post holder will be required to undertake the following mandatory compliance training: Orientation, Health & Safety and Data Protection (GDPR). Other training may need to be undertaken when required. The role is also subject to Garda Vetting.