



Job Description

ICT Desktop and Mobile Device Specialist Information Systems Services (ISS) Permanent Contract

Dublin City University www.dcu.ie 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 and Transformation', it is committed to the development of talent, and the discovery and translation of knowledge that advances society and the economy. DCU is the Sunday Times Irish University of the Year 2021.

The University is based on three academic campuses in the Glasnevin-Drumcondra region of north Dublin. It currently has more than 18,000 students 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 creating a transformative student experience, and its positive social and economic impact. This exceptional commitment on the part of its staff and students has led to DCU's ranking among the top 2% of universities globally. It also consistently features in the world's Top 100 Young Universities (currently in QS Top 70 Under 50, Times Higher Top 150 Under 100).

DCU is placed 84th in the world, in the Times Higher Education University Impact Rankings – measuring higher education institutions' contributions towards the UN Sustainable Development Goals. Over the past decade, DCU has also been the leading Irish university in the area of technology transfer, as reflected by licensing of intellectual property.

Information Systems Services (ISS)

The ISS Department is a central support unit responsible for providing a complete ICT service to the university's various schools, units, research centres and campus companies. In addition to working closely with all stakeholders across DCU to ensure quality service delivery, ISS is responsible for the university's extensive ICT infrastructure estate servicing our three academic campuses. ISS plays a key role in supporting DCU in achieving the objectives set out in its Strategic Plan: Talent, Discovery and Transformation 2017-2022. For further information, please visit <https://www.dcu.ie/iss/>

Role Profile

Reporting to the IT Operations Manager, the ICT Desktop and Mobile Device Specialist will work within the ISS Department as part of a multidisciplinary team playing an important role in the implementation of the Desktop / Mobile strategy of the University. The successful individual will work with staff at all levels across the University and with other IT professionals to deliver innovative and high quality solutions on behalf of our staff and students.

Duties and Responsibilities

- Building, implementing and maintaining desktop and mobile based services/solutions including image creation and deployment conforming to agreed strategic approaches
- Coordination of extensive UAT of operating system deployments and applications with key stakeholders prior to deployment
- Administration and support of desktop and mobile device management services, conforming to established policies and practice
- Implementation, administration and support of security end point solutions including anti-virus, anti-malware and encryption
- Advising, assisting, and providing support to the DCU community in their use of desktop and mobile resources and associated technologies
- Contributes to the development of operational plans, ensures plans are fully implemented, and monitors progress to operational objectives
- Ensuring the integrity and security of desktop and mobile technologies deployed for the wider DCU community
- Assisting with ICT procurement processes as required
- Vendor and solutions provider management
- Assisting with the evaluation, testing and implementation of new desktop / mobile solutions and technologies
- Administration, troubleshooting and support of print management solutions
- Administration, capacity planning, and support of software delivery solutions
- Contributes operationally to the development of strategy within ISS with a particular focus on desktop/mobile services/solutions

Note: The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake other duties within the scope and grading of the post.

Candidate Requirements

- A Primary Degree (or equivalent) in Information Technology, Computer Science or other relevant field
- At least 3 years' experience working in a challenging IT environment including experience with ICT administration
- Additional experience or relevant professional qualifications would be advantageous
- Must have had previous responsibility in a complex ICT environment
- Understanding of technical issues and be skilled in the following;

- PC/Mac hardware & software
- Windows Server
- Intune
- Automation of system processes using a scripting language
- Print management solutions
- Advanced knowledge of OS developments (including Windows, OSX & Linux) and management of security issues pertaining to an enterprise ICT environment
- Sufficient technical competence to build, support and innovate in the provision of device management services/solutions
- Ability to work well within a professional, multi-disciplined IT team and contribute to the continual enhancement of the services delivered by the team
- Flexibility and the ability to anticipate and provide solutions as required
- Excellent analytical skills and problem solving abilities
- Excellent communication and interpersonal skills

Essential Training

The post holder will be required to undertake the following mandatory compliance training: GDPR and Compliance. Other training may need to be undertaken when required.