Job Description

Data Analyst/Developer
Professional 5A (P 5A)
Information Systems Services (ISS)
Dublin City University
Full Time/Fixed Term – 2 Years 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

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. For further information, please visit https://www.dcu.ie/iss/

ISS plays a key role in supporting DCU in achieving the objectives set out in its Strategic Plan: Talent, Discovery and Transformation 2017-2022.

Role Profile
Reporting to the Director of ISS or his/her nominee, the Data Analyst/Developer will support the design and implementation of strategic data driven initiatives including working with subject matter experts and a wider stakeholder group to design and implement innovative solutions to assist with the achievement of ISS and organisation objectives.

Duties and responsibilities include, but are not confined to the following:

- Perform data mapping activities for the design and implementation of system integration interfaces
- Complete interface technical design documentation for input to the integration development process
- Applying integration standards in a consistent manner across all integration development
- Assist the system integration developers to build new integrations and migrate current point to point integration using a modern enterprise integration platform
- Work with the technical team to ensure that any new systems or system enhancements are considered in the context of integrated solutions within the University's data architecture
- Provide guidance for stakeholders across the University regarding the analysis of data and the quality assurance of data
- Using data reporting tools to extract and present data in charts, tables, and other visualizations so users can find useful information
- Assist with database administration (DBA) activities
- Manage the production of documentation, training material and web resources and data related activities as required
- Manage the relationship with external project partners to ensure acceptable service delivery and customer satisfaction
- Form committees/working groups/user groups as necessary to discuss and determine project plans and objectives
- Work closely with colleagues across ISS in the identification of opportunities for innovation and maximizing the effectiveness of ISS and the services it provides
- Liaise with internal stakeholders to support University-wide developments
- Engage with potential and existing suppliers of ICT related goods and services, providing technical evaluation and input to procurement processes, and ensuring best value for the University
- Act as subject matter expert, providing ICT consultancy advice on University wide IT related projects
- Attend, as appropriate, ISS internal meetings, university committees and advisory groups
- Monitor industry trends and maintain a technology watch on developments likely to be of relevance to the future transformation of a University-wide ICT infrastructure
- Establish, develop and maintain productive working relationships with colleagues internal and external to ISS, discuss information and ideas to inform best practice, and agree/review key deliverables
- Provide senior escalation point services for ISS colleagues
- Scope, design, management and delivery of designated IT projects.

Duties may change over time and other duties may be assigned by the Director of ISS or his/her nominee.

Qualifications and Experience

Essential

- Primary degree level qualification (NQV Level 7) in Computer Science, Engineering or other relevant area;
- Sound comprehension of the cross-institutional dimensions of enterprise systems, system integration, ICT infrastructure and the associated service delivery within a complex and highly devolved environment;

- Significant understanding of major technological developments influencing enterprise ICT infrastructure provision and management;
- Proven capability to work under pressure and deliver benefits in a business critical service environment;
- In-depth knowledge and experience of:
    - APIs and related technologies,
    - Databases technologies and DBA skills,
    - Software development lifecycle,
    - Oracle based reporting using SQL/OBIEE,
    - Data reporting tools such as Power BI and Tableau.

- Significant degree of technical knowledge including practical understanding of:
    - Using databases and software tools to analyse and present data,
    - Scripting/programming languages.

- At least 5 years' senior level experience with ICT systems, design, deployment and administration;
- Proven ability to produce detailed documentation to a high standard;
- Excellent communication skills, including ability to influence and liaise with staff at all levels and to resolve conflict;
- A flexible, adaptable outlook;
- A team player;
- Self-motivated, showing initiative and sound decision making;
- Committed to continuing professional development for self and others.

Desirable

- Knowledge of project design and management methodologies
- Working knowledge of:
    - Modern integration platforms such as Dell Boomi or Mulesoft;
    - Linux;
    - Monitoring tools;
    - Hosted cloud services (AWS or Azure);
    - IT security.