JOB DESCRIPTION

ICT Systems Administrator (Device Management)
Professional 4 (P4)
Information System Services (ISS)
Full Time Permanent 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

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 ICT Operations Manager, the ICT Systems Administrator will work within the ISS Department as part of a multidisciplinary team playing an important role in the implementation of Device Management for the University. The post holder will work with staff at all levels across the University and with other ICT professionals to deliver innovative and high quality solutions for the University community.

Duties and Responsibilities

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

- IT systems & services administration;
- Provide an escalation point for second tier technical support;
- Evaluation, administration and support of desktop and mobile device management services;
- Implementation, administration and support of security end point solutions including anti-virus, anti-malware and encryption;
- Building, implementing and maintaining desktop and mobile based services/solutions including image creation and deployment;
- Ensuring the integrity and security of desktop and mobile technologies deployed for the wider DCU community;
- Vendor and solutions provider management;
- Administration, troubleshooting and support of print management solution;
- 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 others duties within the scope and grading of the post.

Qualifications and Experience

- A Primary Degree and/or post-graduate degree (Master's Degree level or equivalent) in Information Technology, Computer Science or other relevant field.
- 5 plus years of experience with ICT systems, business telecoms and network planning, design, deployment and administration.
- Juniper Networks Certified Professional / Cisco Certified Network Professional (CCNP) would be desirable.
- Sound understanding of the cross-institutional dimensions of enterprise systems, ICT infrastructure and the associated service delivery within a complex and highly devolved environment.

- Knowledge of Project Design and Management methodologies.

- Significant knowledge of major technological developments influencing enterprise networking and ICT infrastructure provision and management.

- A flexible, adaptable outlook.

- A team player who enjoys working closely with a diverse range of people.

- Self-motivated, showing initiative and sound decision making.

- Commitment to continuing development of both personal and others professional and technical skills.

- Proven capability to work under pressure and deliver benefits in a business critical service environment.

- Excellent communication skills, including ability to communicate, influence and liaise with staff at all levels of the organisation. Able to resolve conflict using appropriate personnel skills.

- Proven ability to produce detailed documentation to a high standard.

Competencies:

- Significant knowledge and experience of:
    - Enterprise level network design and implementation using Juniper/Cisco routers, switches and firewalls
    - Enterprise scale Wi-Fi design, deployment and maintenance with Aruba
    - VPN technology
    - IT security
    - Evaluation and assessment of new technologies
    - Scripting / programming language (Python)
    - Linux
- Working knowledge
    - Automation toolsets (puppet, chef, Ansible)
    - Hosted cloud services (AWS or Azure)
    - Software development lifecycle
    - Enterprise Server technology
    - Enterprise deployments of VMware
    - Identity management (SSO)
    - API's and related technologies
    - LDAP (Active Directory)
    - Cross system monitoring tools
    - Databases technologies