



JOB DESCRIPTION

ICT Senior Network Engineer Professional 6 Information System Services Full Time Permanent Contract

Dublin City University

Dublin City University (DCU) is a leading innovative European University. It is proud to be one of the world's leading Young Universities and is among the world's top 2% globally. DCU is known as Ireland's University of Impact, with a mission to 'transform lives and societies' and focuses on addressing global challenges in collaboration with key national and international partners and stakeholders.

DCU has over 20,000 students in five faculties spread across three academic campuses in the Glasnevin-Drumcondra area of North Dublin. Thanks to its innovative approach to teaching and learning, the University offers a 'transformative student experience' that helps to develop highly sought-after graduates. DCU is currently No. 1 in Ireland for Graduate Employment Rate, and for graduate income (CSO).

DCU is a research-intensive University and is home to a number of SFI-funded Research Centres. The University participates in a range of European and international research partnerships. DCU is also the leading Irish university in the area of technology transfer as reflected by licensing of intellectual property.

As a 'People First' institution, DCU is committed to Equality, Diversity and Inclusion - a University that helps staff and students to thrive. The University is a leader in terms of its work to increase access to education, and is placed in the world's Top 10 for reducing inequalities in the Times Higher Education Impact Rankings.

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 Deputy Director of ISS, the Senior Network Engineer will participate in the design and implementation of strategic ICT initiatives with a specific focus on network and communication infrastructure. In addition, the individual will be responsible for assisting real time operational systems, providing advice and guidance on resolving complex technical issues, owning operational processes, and ensuring assistance is provided to meet service level standards. A key focus of the role is continuous improvement and learning of the existing and new technologies being deployed within DCU.

Duties and Responsibilities

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

- In-conjunction with strategic and tactical leadership from the Deputy Director, design, specify, deploy and project manage the installation of key cross-institutional cloud based, virtual and physical ICT infrastructure facilities.
- Act as contact point on all aspects of the university network infrastructure.
- Participate in the design, investigation and analysis of network services, architecting networking configurations, directing network installations and defining, documenting, and enforcing networking standards.
- Member of the technical team responsible for assisting the operation and development of network and system infrastructure technology, with particular emphasis on network and communication equipment installation, commissioning, maintenance, and performance monitoring.
- Providing system security, capacity and fault management, network administration, issue resolution and user support with a focus on the continuous improvement of services, through the automation of systems.
- Ensuring the integrity and security of network and communications technologies deployed for the wider DCU community.
- Testing and improving the disaster recovery capabilities of the university network infrastructure.
- Member of the ISS Security Operation Centre team.
- Providing ICT consultancy advice to university-wide and other infrastructure-related projects initiated by IS Services.
- Advocacy across the institution of the benefits of a university-wide, enterprise approach to pervasive ICT infrastructure. Dissemination of best practice consistent with this approach.
- Mentoring of ISS staff on ICT management, administration, emerging technologies and best practices.
- Maintaining a technology watch on developments likely to be of relevance to the future transformation of a university-wide ICT infrastructure.
- Identification of external funding opportunities, which bring potential benefit to university ICT development.

- Engagement 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.

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 comprehension 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
 - Enterprise scale Wi-Fi design, deployment and maintenance
 - IT security
- Working knowledge of:
 - VPN technology
 - Evaluation and assessment of new technologies
 - Scripting / programming language (Python)
 - Automation toolsets (puppet, chef, Ansible)
 - Enterprise server technology
 - Enterprise deployments of VMware

- API's and related technologies
- Cross system monitoring tools
- Linux