JOB DESCRIPTION

ICT Service Desk Analyst
Computer Operator Grade
Information System Services (ISS)
Two Years Fixed-Term Contracts

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 Service Delivery Manager, the ICT service desk analyst will work within the ISS Department as part of a multidisciplinary team playing an important role in the provision of ICT and AV support services to staff and students. In particular the service delivery area provides dedicated first and second level assistance to users of computing facilities and services across multiple DCU campuses. The Service Delivery area provides individual advice, remote and desk side service assistance, computer laboratory management and maintenance as well as phone and email assistance . Working with the other areas within ISS, the Service Desk works to ensure the successful implementation of new technologies, as they become available. The role is full of learning opportunities where no two days will be the same and the person will be exposed to a broad range of enterprise level ICT technologies. The pursuit of relevant professional training and academic qualification will be supported.

Duties and Responsibilities

The duties and responsibilities of the position include, but are not restricted to, the following:
● The provision of a high quality, professional ICT support services to the DCU community
● Proactively contributing to the on-going development of a quality customer service ethos within the immediate team and within the department
● Ensuring, on a day to day basis, that the individual computing requirements of Students, Staff, the Research Community and within the Campus Companies are met
● Delivery of the required customer support and service in accordance with the established standards and procedures with the area
● Ensuring that all communications and interactions with ICT service customers are to the highest professional standards possible
● Research trends and developments in technology and work with colleagues within ISS to implement this technology to benefit the University community
● Liaising with external providers as required.

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

Qualifications and Experience

● Applicants should have a Primary Degree (or equivalent) in Information Technology, Computer Science or other relevant field.

- Additional experience or professional qualifications would be advantageous
- An excellent technical aptitude
- An ability to acquire skills in a broad range of technologies
- Flexibility and the ability to anticipate and provide solutions as required
- Excellent analytical skills and problem solving abilities
- Strong appreciation of the importance of a quality, professional customer service
- Ability to prioritise and time-manage effectively and successfully work on own initiative
- Ability to work well within a professional, multi-disciplined ICT team and contribute to the continual enhancement of the services delivered by the team
- Excellent communication and interpersonal skills.