Applications are invited from suitably qualified candidates for the following position

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

Please refer to the job description for a list of duties and responsibilities associated with this role.

**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 IT team and contribute to the continual enhancement of the services delivered by the team
- Excellent communication and interpersonal skills.

**Essential Training**

The postholder will be required to undertake the following essential compliance training: Orientation, Health & Safety and Data Protection (GDPR). Other training may need to be undertaken when required.

**Salary Scale:**

Computer Operator: €32,107 - €43,657

Appointment will be commensurate with qualifications and experience and in line with current Government pay policy

**Closing date:** Monday, 23rd January 2023

**For more information on DCU and benefits, please visit** [Why work at DCU?](#)

**Informal Enquiries in relation to this role should be directed to:**
Mr Peter McGorman, Director of Information Systems Services, Dublin City University.
Phone + 353 (0)1 700 5359 Email: [Peter.McGorman@dcu.ie](mailto:Peter.McGorman@dcu.ie)
Please do not send applications to this email address, instead apply as described below.

**Application Procedure:**

Application forms are available from the DCU Current Vacancies website at
[https://www.dcu.ie/hr/vacancies-current-vacancies-external-applicants](https://www.dcu.ie/hr/vacancies-current-vacancies-external-applicants)

Applications should be submitted by e-mail with your completed application form to
[hr.applications@dcu.ie](mailto:hr.applications@dcu.ie)

**Please clearly state the role that you are applying for in your application and email subject line: #BC220515a ICT Service Desk Analyst**

*Dublin City University is an equal opportunities employer.*

*In line with the Employment Equality Acts 1998 – 2015, the University is committed to equality of treatment for all those who engage with its recruitment, selection and appointment processes.*

*The University's Athena SWAN Bronze Award signifies the University's commitment to promoting gender equality and addressing any gender pay gaps. Information on a range of university policies aimed at creating a supportive and flexible work environment are available in the [DCU Policy Starter Packs](#)*