



JOB DESCRIPTION
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

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.