



JOB DESCRIPTION

ICT Senior Systems Engineer Professional 6 (P6) Information System Services (ISS) 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 Deputy Director of ISS (Engineering and Innovation), the ICT Systems Engineer will work as part of the engineering and innovation team in the management of key university-wide systems critical to the activities of the university. S/he will work closely with other ISS colleagues, the wider DCU stakeholder group and technology vendors to ensure robust critical systems management and integration.

Duties and Responsibilities

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

- Act as a key engineering team player with responsibilities for a broad range of systems and technologies;
- Act as system engineer in the implementation, maintenance and support of Operating systems, databases and associated services;
- Specify and deploy the installation of key cross-institutional cloud based, virtual and physical ICT infrastructure;
- Acting as subject matter expert (SME) and providing ICT consultancy advice to university-wide and other infrastructure-related projects;
- Attendance as appropriate at university committees and advisory groups;
- Liaison with internal stakeholders in supporting university-wide developments;
- Liaison with DCU stakeholders and campus companies to streamline systems with the aim of decreasing cost and increasing efficiency, transparency and security;
- Advocacy across the institution of the benefits of a university-wide, enterprise approach to pervasive ICT infrastructure;
- Involvement in highly technical projects that are user facing and involve multiple dependencies and third party contractors;
- Mentoring of ISS staff on ICT management, administration, emerging technologies and best practices;
- Promote and develop automation through scripting and the adoption of modern tools;
- Act as an escalation point for ICT issue resolution;
- Monitoring industry trends and maintaining a technology watch on developments likely to be of relevance to the future transformation of a university-wide ICT infrastructure;

- 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 other 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;
- At least 5 years' senior ICT systems administration, design and deployment experience;
- Additional experience or relevant professional qualifications would be advantageous;
- Sound understanding of the cross-institutional dimensions of enterprise systems, ICT infrastructure and the associated service delivery within a complex and highly devolved environment.
- Significant knowledge of major technological developments influencing enterprise ICT infrastructure provision and management;
- Knowledge of Project Design and Management methodologies;
- 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;
- Proven ability to produce detailed documentation to a high standard;
- Evaluation and assessment of new technologies and incorporation into service design;
- 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 other professional and technical skills;
- Ability to develop and evaluate risk assessments.

Systems and Technical Competencies:

- An in depth knowledge and experience of a significant number of the following:
 - Linux systems – Red Hat / Debian;
 - Windows OS: Windows 10, 2016 and 2019;
 - Database technologies: SQL, MySQL and Oracle;
 - Software development;
 - Gsuite administration;
 - APIs. Message queues, Boomi or Mulesoft;
 - Enterprise deployment of Networking;
 - Cross system monitoring tools;
 - Azure /AWS cloud services.

- Significant degree of technical competency including:
 - Scripting / programming language: PowerShell, Perl, Python;
 - Cybersecurity;
 - Enterprise Server technology;
 - Enterprise deployments of VMware;
 - Enterprise backup solutions;
 - Identity management (SSO).