Dublin City University
Human Resources Department
HR Systems Specialist (P3)
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

Dublin City University is organised around five academic faculties with their associated Schools and Research Centres. There are also a number of supporting offices and units together with campus companies. The Human Resources (HR) Department is a central administrative department, which is responsible for providing a complete human resources service to these faculties, departments and campus companies

The HR Systems Team play a key role in the efficient management of HR data by ensuring our IT systems support the business requirements of the HR Department. Central to HR activities is the CoreHR database which stores records for all employees and interfaces with related software modules that deliver contract history, identity management, payroll, pensions, and timekeeping services. The HR Systems Team also support the operation of the Therefore Records Management System for storing and retrieving documents relating to staff and HR processes. The HR Systems Team acts as a support and advisory service to other sections of the HR Department as regards IT systems and processes.

Role Profile

Reporting to the HR Systems & FOI Manager, the Human Resources Department is currently seeking a candidate with excellent administrative, IT, communication and interpersonal skills, to provide administrative assistance to the HR Systems Team. The post holder will act as the first point of contact for all queries relating to HR IT systems from staff, managers and administrators. The post holder will ideally possess a strong customer focus with a passion for problem solving.

Duties and Responsibilities

While this job description identifies key tasks associated with this role, this list is not exhaustive. The tasks assigned to the post holder may change over time in line with the requirements of the HR Department and the wider university community. The main tasks include but are not limited to the following:

- Act as the initial HR systems point of contact for managers, Head of Schools, and system users throughout the University.
- Resolve client queries for the Core HR database and other HR systems such as Therefore Records Management System and the Staff Request Application system (SRA), as well as any new future systems.
- Analyse trends in queries from staff and identify measures to address frequently asked questions.
- Resolve queries relating to annual leave, Flexi-leave, leave approvers, workgroups and shift patterns, as they arise from managers and staff.
- Resolve queries relating to staff request approvers and the status of individual staff requests (SRA's).
- Provide support to the DCU community regarding new modules such as Core Recruit and Vacancy requests, etc.
- Escalate issues that cannot be initially resolved to the HR Systems Analyst and/or HR Systems & FOI Manager as appropriate.
- Raise tickets with vendors to resolve systems issues as appropriate and monitor the outcomes and timing of resolution for such tickets.
- Run monthly system audit reports on behalf of the HR Systems & FOI Manager.
- Support the development of new or modification of existing Standard Operating Procedures (SOP's), as required.
- Support with the implementation of HR IT related projects under the guidance of the HR Systems & FOI Manager and/or the HR Systems Analyst.

- Work closely with the HR Management Team and with the wider HR team to ensure timely resolution of client issues.
- Provide user training for HR system updates to the wider DCU community, as required.
- Act as the main point of contact for the management of IT equipment within the HR department.

Qualifications and Experience

The successful individual will have:

Essential
- A leaving certificate or equivalent
- Must have a minimum of 5 years' relevant experience in a systems-based environment
- Be capable working on his/her own initiative and exercise a high level of judgement, confidentiality, and discretion.
- Have a strong customer service focus with a desire to support clients with complex problems.
- Experience of HR administration and HR Systems.
- Excellent IT skills and a good comprehension of system processes.
- Excellent communication and interpersonal skills with the ability to maintain excellent working relationships with key stakeholders.
- Ability to demonstrate a high level of problem solving.
- Strong focus on teamwork and partnership with all stakeholders
- Ability to identify innovation opportunities and adaptability within the remit of the role.

In addition, the successful candidate will ideally have:
- A record of success of working in a similar role within a Human Resources Department.
- Experience of providing HR and HR systems assistance within a public sector environment, ideally within the Higher Education sector.
- Experience in the use of the CoreHR/People Management or other HR systems.

Mandatory training

The post holder will be required to undertake the following mandatory compliance training programmes: Orientation, Health & Safety, and Data Protection (GDPR). Training will be provided on HR IT systems such as CoreHR, Therefore Records Management System and the Staff Request application (SRA) and any new systems that are introduced from time to time.

Additional training may need to be undertaken where appropriate.