



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

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 & Data 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, CoreTime 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.