JOB DESCRIPTION

IT Systems Administrator
Professional 4
Information Systems Services (ISS)
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 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

Information Systems Services (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. For further information, please visit https://www.dcu.ie/iss/

Role Profile

Reporting to the IT Operations manager, the IT Systems Administrator will work within the ISS Department as part of a multidisciplinary team playing an important role in the management of systems, services and devices across the University. The post holder will be part of a dynamic department with multifaceted teams including Engineering and Innovation, Project and Business Support, IT Operations and Service Delivery.

Duties and Responsibilities

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

- IT systems & services administration
- Provide an escalation point for second tier technical support.
- Evaluation, administration and support of desktop and mobile device management services.
- Implementation, administration and support of security end point solutions including anti-virus,
  anti-malware and encryption
- Building, implementing and maintaining desktop and mobile based services/solutions including
  image creation and deployment.
- Ensuring the integrity and security of desktop and mobile technologies deployed for the wider
  DCU community
- Vendor and solutions provider management
- Develop and maintain system documentation to a high standard
- Administration, troubleshooting and support of print management solutions
- Administration, capacity planning, and support of software delivery solutions
- Contributes operationally to the development of strategy within ISS with a particular focus on desktop/mobile services/solutions

  Note: The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake others duties within the scope and grading of the post.

Qualifications and Experience

The ideal candidate will have:
- A Primary Degree (or equivalent) in Information Technology, Computer Science or other relevant field
- At least 3 years' experience working in a challenging IT environment including experience with ICT administration
- Additional experience or relevant professional qualifications would be advantageous
- Must have had previous responsibility in a complex ICT environment
- Experience in the development and provision of device management services/solutions such

as Microsoft SCCM / InTune
- Understanding of the following OSes: Windows, Mac OS and Linux operating systems
- Active Directory / Azure AD knowledge
- Endpoint management and protection such as McAfee ATP or Microsoft Defender Endpoint
- OS / Infrastructure scripting skills with Powershell or Python
- Knowledge of Cybersecurity technologies and concepts
- Ability to work well within a professional, multi-disciplined IT team and contribute to the continual enhanced of the services delivered by the team
- Flexibility and the ability to anticipate and provide solutions as required
- Excellent Analytical skills and Problem solving abilities
- Excellent communication and interpersonal skills