



## **JOB DESCRIPTION**

**ICT Systems Engineer (Grade 2)  
Professional 5A  
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**

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 (Grade 2) 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
- Liaison with internal stakeholders in assisting 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.
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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 (NFQ Level 7) and/or post-graduate degree (Master's Degree level or equivalent) in Information Technology, Computer Science or other relevant field
- At least 3 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

- 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:**

- Knowledge and experience in a number of the following;
  - Linux systems – Red Hat / Debian
  - Windows OS: Windows 10 / 11 / 2016 / 2019 / 2022
  - Database technologies: MSSQL / MySQL / Oracle
  - VMware management/administration
  - Software development
  - Google Workspace management/administration
  - APIs / Message queues, Boomi or Mulesoft
  - Enterprise deployment of networking
  - Cross system monitoring tools
  - Azure / AWS cloud services
- **Technical proficiency in a number of the following;**
  - Scripting / programming language: PowerShell / Perl / Python
  - Cybersecurity
  - Enterprise Server technology
  - Enterprise deployments of VMware
  - Enterprise backup solutions
  - Identity management (SSO)