



***Director - Information Systems Services  
Office of the Chief Operations Officer  
Permanent***

**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 six campuses, three academic campuses, the DCU Alpha campus, (DCU's research intensive innovation campus) the DCU Sports Campus and the DCU Morton Stadium campus across the Glasnevin - Drumcondra – Santry 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. The University also delivers academic programmes overseas.

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.

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 universities Under 50 years old, Times Higher Top 150 universities Under 100 years old).

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.

The DCU Group has an annual turnover of just over €250m. It is 49% funded by the State with 51% of annual turnover coming from non-exchequer sources generated by DCU itself. €50m of the turnover comes from a diverse range of wholly owned commercial companies within the DCU Commercial Group of companies and approximately €40m coming from research related activities.

In recent years the University has spent almost €400m on capital expenditure for the expansion and development of the DCU campuses and is already committed to a range of further significant capital projects.

## **Overview of the Department**

The ISS Department has a staff of approximately and is a central support unit responsible for providing a complete ICT service to the university's various schools, units, research centers and campus companies.

## **Role Profile**

Reporting to the Chief Operations Officer, the Director of ISS will be responsible for all enabling IT infrastructure and related services on the University campuses that encompass over 20,000 students and 1,600 staff. With a clear focus on customer service as well as project prioritization and delivery, the Director of ISS will be the principle decision maker in relation to all ICT matters. This role will provide leadership for the University's ICT services and for the information technology which supports the achievement of the University's strategic objectives and its ambition as a leading higher education institution.

The key areas of focus for the Director of ISS include:

### **Strategic Development**

- Devise, develop and deliver an innovative and transformative strategy for ISS which is aligned to the University's overall Strategic Plan (2023-2028), its new Digital Strategy, to further enhance a step-change in the student and staff experience.
- In conjunction with the University Senior Management team, agree the future ICT service provision for the University to deliver on the University Strategic plan and beyond
- Conduct a skills, capability and structural audit within the ISS team to determine future service provision alignment

### **Other Areas of Focus**

- Operate as a senior leader across the University, fostering positive relationships with key academic and professional service stakeholders in order to stimulate, shape and manage the demand for innovative, customer driven IT services.
- Provide inspiring leadership to the ISS department, molding a collaborative, professional IT services offering, which has clear responsibilities, is simple to engage with, is effective in its operation and puts the customer at the heart of what it does.
- Act as expert adviser to the Senior management team by providing advice on information technology use.
- Provide effective and accountable leadership for ISS service delivery as well as major projects, programs and other major information and technology initiatives that will have a significant impact across the University; and play a key role in developing and prioritizing the University's major systems and process investment program. This includes anticipating and managing strategic and operational risks associated with the University's reliance upon information technology.
- Ensure that ISS can support and enable service enhancement and efficiency gains across all areas of the university activities

- Represent the University's interests with relevant bodies including with commercial suppliers and delivery partners.

## **Duties and Responsibilities**

The key areas of responsibilities of the Director of ISS include:

- Provide effective leadership and strategic direction relating to information technology and systems across the University in supporting the teaching, learning, research and operations and administrative functions.
- Lead the delivery of the University's ISS services and oversee a portfolio of IT capital projects, ensuring they enable the University's strategic objective
- Liaise with stakeholders to co-ordinate and optimize the use of information technology to serve the teaching, learning, research and administrative needs of the University.
- Ensure that the University's information technology and digital infrastructure develops as a strategic asset, capable of creating value across all institutional activities as appropriate, and in parallel ensuring compliance with legislative and governance requirements.
- Advise the Chief Operations Officer on all matters relating to Information Systems Services and in particular on its operational expenditure and capital investment planning.
- Develop and maintaining enterprise systems architecture, define standards and protocols for data management, communications, software and integration of network information systems.
- In conjunction with systems owners and other key stakeholders, maintain a University wide Business Continuity / Disaster Recovery plan to ensure timely and effective restoration of information technology services in the event of a disaster.
- Ensure the University's cybersecurity posture, risk register and incident response plan are appropriate to the needs of the University.
- Drive innovation, continuous improvement and positive change in the University's ISS culture and management practices.
- Lead and develop staff to achieve their potential, ensuring a clear understanding of their role within the team, Department and University. This should include setting out clear planning and delivery targets, and ensuring that these are met.
- Advise and inform the University's leaders of the opportunities for institutional development that current and emerging information services can facilitate.
- Take responsibility for ISS human, financial, digital and physical resources to ensure that funds are effectively utilized and operate within budget.
- Manage the partnerships with strategic suppliers of infrastructure, application and information resources to improve the delivery of best value services to enhance the student and staff experience at the University.
- Cultivate and maintain open, transparent and pro-active partnerships between ISS, Academic Areas and Professional Services at all levels.
- Be an active participating member of the Information Systems Governance Committee.

It should be noted that the above list of duties is not exhaustive and other appropriate duties and responsibilities may be assigned to the post holder from time to time.

## **Knowledge & Experience:**

- A Primary Degree or Masters Degree in Information Technology or related area.
- A minimum of 10 years relevant experience in a senior leadership Information Technology role, ideally within higher education or a similarly complex organization.
- Experience of strategic development and organizational design within an ICT context to meet the strategic needs of a complex organization
- Substantial experience of successfully delivering new enterprise-wide system changes and of working in partnership (internal and external) with users and stakeholders with varied requirements to deliver business improvements.
- A proven leader of a large technology team with highly developed people skills, the ability to shape culture, articulate the benefits of new ways of working and embed a 'customer first' approach within the ISS team.
- A proven track record of promoting innovation in service development and customer service.
- Extensive knowledge of the ICT landscape and different approaches to delivery.
- Evidence of an approach to delivery based on a good understanding of cost, value and performance management issues.
- Good understanding of Higher Education Sector requirements and culture to enable the delivery of innovative technology and IT solutions for DCU.
- Strategic thinker that has demonstrated an ability to work both independently and as part of a team.
- A strong communicator with the ability to explain technical matters in a way that can be clearly understood by a range of stakeholders.

### **Essential Training**

The postholder will be required to undertake the following essential compliance training: Orientation, Health & Safety and Data Protection (GDPR). Other training may need to be undertaken when required.

### **Minimum Internal Service Criteria**

Please note that [internal service criteria](#) will apply

**Salary Scale: €134,286 - €169,751**

Appointment will be commensurate with qualifications and experience and will be made on the appropriate point of the salary scale, in line with current Government pay policy.

**Closing Date: 1<sup>st</sup> December 2023 at 5pm**

### **Informal Enquiries in relation to this role should be directed to:**

Informal enquiries may be addressed to Dr. Declan Raftery, Chief Operations Officer

Email: COO@dcu.ie Tel: 01 700 5117

*\*Please do not send applications to this email address, please apply as outlined below.*

### **Application Procedure:**

Application forms are available from the DCU Current Vacancies (open Competitions) website at [https://www.dcu.ie/hr/hr-current-vacancies-internal-competitions?check\\_logged\\_in=1](https://www.dcu.ie/hr/hr-current-vacancies-internal-competitions?check_logged_in=1)

Application forms should be submitted in addition to your curriculum vitae by e-mail to [hr.applications@dcu.ie](mailto:hr.applications@dcu.ie)

**Please clearly state the role that you are applying for in your application and email subject line:  
Job Ref #RC230910 Director Information Systems Services**

**Dublin City University is an equal opportunities employer and is committed to promoting gender equality reflected in its attainment of the Athena SWAN Bronze Award. Information on a range of university policies aimed at creating a supportive and flexible work environment are available at [www4.dcu.ie/policies/policy-starter-packs.shtml](http://www4.dcu.ie/policies/policy-starter-packs.shtml)**