



## **JOB DESCRIPTION**

**Training Specialist  
Student Information Systems (SIS) Programme,  
Office of Vice-President Academic Affairs (Registrar)  
2 Year Fixed Term Contract  
Professional 4**

### **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**

In the context of its five-year strategic plan, Talent, Discovery and Transformation 2018-2023, DCU is currently in the process of implementing a cloud-based Student Information System (SIS) to assist our objectives as a globally engaged university. The SIS Programme has a key role to play in the achievement of the University strategic goals, leveraging the affordances of digital technology and systems integration to enhance the experience of both students and staff, and facilitate operational

excellence. The SIS programme has been mobilised in the Office of the Vice-President Academic Affairs to deliver this transformational change.

### **Role Profile**

A Project Management Office (PMO) has been established to co-ordinate and lead delivery, financial, resource, and risk management, working closely with the SIS Program Delivery Streams and the solution provider(s). The SIS programme team now seeks to recruit a Training Specialist to design and deliver training activities as part of the SIS Programme. This role will report to the SIS Training Lead.

### **Duties and Responsibilities**

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

- Identify and assess training needs with stakeholders across the university.
- Contribute to the design of the training approach and plan for the SIS programme including designing, delivering and evaluating training in a variety of formats (workshops, webinars, self-directed).
- Work with the Training Lead to develop an appropriate mix of formal and informal training materials, documents and activities. Develop and use online learning materials to support the delivery of systems training.
- Administer the course registrations and reporting of training activities.
- Work with the wider SIS Programme team and external vendors during the design and delivery of training activities.
- Deliver information and briefing sessions to promote the SIS programme.
- Carry out feedback surveys and Programme measurements as required
- Identify any training-related risks, issues and dependencies and escalate to Training Lead.
- Setup and refresh of data in the SIS training environment to assist the delivery of training courses.

### **Qualifications and Experience**

#### **Essential**

- Primary degree or equivalent (NFQ level 7) with a relevant professional qualification (or equivalent evidence of experience)
- A minimum of 1 year relevant experience including: training, learning & development or systems implementation

#### **Advantageous**

- Experience of assisting a digital transformation project would be an advantage.

#### **In addition, the successful candidate will ideally have:**

- Excellent communication skills including the ability to present to a large audience both online and in person.
- Experience in designing training content, ideally to support systems implementation and/or digital transformation.

- Experience in reviewing documentation such as business requirements, specifications and technical design documents in order to develop training content.
- Ability to operate in a busy project environment.
- Ability to build great relationships and work collaboratively across a number of different teams, projects and locations.
- Excellent planning and organisational skills with the ability to manage schedules, deliver to deadlines and prioritise workload.

**Additional Information:** *Please note this role does not meet criteria for a Critical Skills permit as stipulated by the Department of Enterprise, Trade & Employment.*