



JOB DESCRIPTION

**Project Support Specialist
Professional 4
Student Information Systems Program,
2 Year Fixed-Term 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

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

The PMO is now actively seeking to recruit a Project Support Specialist to take responsibility for key SIS Programme administration support. The Project Support Specialist will work closely with and report to a SIS Project Manager.

Duties and Responsibilities

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

- Manage day-to-day administrative aspects of projects, including updating work plans/status reports, resourcing admin, maintenance of project documentation / risks/reports and tracking of project expenditure – working closely with SIS Programme Management Office, SIS Delivery Streams and SIS projects.
- Build and maintain a repository of information and support documentation (in a range of formats).
- Assist the SIS Project Manager on reporting, governance and processes.
- Provide a support to the Project Manager in the management of software vendors:
 - Operational engagement with vendor e.g. Governance;
 - Financial engagement with vendor e.g. Statements of Work, invoicing;
 - Delivery management engagement with vendor e.g. project planning and scheduling;
 - Quality management engagement with vendor e.g. acceptance criteria, testing.
- Engage proactively with the project stakeholders and act as a reference point for queries and requests for information.
- Play an active role in the co-ordination of activities relating to project workshops and working groups:
 - Arrange meetings, booking rooms for meetings or other events;
 - Take detailed minutes and coordinate the collection and consolidation of feedback;
 - When required, arrange catering for meetings.

The above attempts to outline in a broad way the range of duties associated with this post. While not being exhaustive, it does attempt to indicate the range and level of duties associated with the post.

Qualifications and Experience

- A minimum of 3 years' project administrative experience or equivalent, ideally, within the Higher Education sector;
- A strong customer service perspective and comprehension of Project Management techniques in a large and complex organisation encompassing diverse user communities;
- Possession of an agile or traditional project management qualification would be an advantage for this role;

- Proven track record in project administrative skills including financial management, planning, scheduling, reporting, resource management, communications, risk management, dependencies, scope, time quality and budget;
- Ability to work well within a broader team and demonstrate flexibility and openness;
- Ability to work with a high degree of professional effectiveness including producing accurate reports, meeting deadlines, prioritising and delivering quality work;
- Good social, communication and organisational skills and an ability to work with a variety of different project stakeholders.

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