



JOB DESCRIPTION

Trainer
Student Information Systems (SIS) Programme,
Office of Vice-President Academic Affairs (Registrar)
Up to 2 Year Fixed Term Contract
Professional 3 (P3)

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 three academic campuses in the Glasnevin-Drumcondra 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.

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. The university continues to develop innovative programmes in collaboration with industry, such as the DCU Futures suite of degrees, which are designed to equip graduates with the skills and knowledge required in a rapidly evolving economy.

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 Under 50, Times Higher Top 150 Under 100). In the Times Higher Education University Impact Rankings 2021, DCU ranked 23rd in the world for its approach to widening participation in higher education and its ongoing commitment to eradicating poverty, while it ranks 38th globally for its work in reducing inequality and 89th globally for gender equality.

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.

Overview of the department

In the context of its five-year strategic plan, Talent, Discovery and Transformation 2017-2022, 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 Program 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.

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 Trainer 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.