



JOB DESCRIPTION

PMO Project Support Professional 3

Student Information Systems (SIS) Programme, Office of Vice-President Academic Affairs 1 Year Fixed term Contract

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. The SIS project is being 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 officer to take responsibility for key SIS Programme administration support. The Project Support officer 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.
- 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.
- Engage proactively with the project stakeholders and act as a reference point for queries and requests for information.
- Play an active role in the coordination 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.

Qualifications and Experience

In addition to the [internal service criteria](#), the ideal individual will have:

- A minimum of 1 year 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;
- Proven track record in project administrative skills
- 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.
- Possession of an agile or traditional project management qualification would be an advantage for this role;