ICT Senior Network Engineer
Information Systems Services (ISS)
Dublin City University
Permanent Post

Dublin City University www.dcu.ie is a research-intensive, globally-engaged, dynamic institution that is distinguished both by the quality and impact of its graduates and by its focus on the translation of knowledge into societal and economic benefit. Through its mission to transform lives and societies through education, research and innovation, DCU acts as an agent of social, cultural and economic progress. DCU is Ireland's fastest growing university, and now hosts more than 17,000 students across its three academic campuses: DCU Glasnevin Campus, DCU St Patrick's Campus and DCU All Hallows campus.

Information Systems Services (ISS)
The ISS Department is a central support unit responsible for providing a complete ICT service to the University's various schools, units, research centres and campus companies. In addition to working closely with all stakeholders across DCU to ensure quality service delivery, ISS is responsible for the University's extensive ICT infrastructure estate servicing our three academic campuses. ISS plays a key role in supporting the University in achieving the objectives set out in its Strategic Plan: *Talent, Discovery and Transformation 2017-2022*. For further information, please visit https://www.dcu.ie/iss/

Role Profile
Reporting to the Deputy Director of ISS (Engineering and Innovation), the Senior Network Engineer will lead the design and implementation of strategic ICT initiatives with a specific focus on network and communication infrastructure. Whilst assuming the role of subject matter expert (SME) in the area of network and communication technologies, s/he will work closely with other senior ISS colleagues, the wider DCU stakeholder group and technology vendors to ensure DCU maintains leading edge network and communications infrastructure.

Duties and Responsibilities
- In-conjunction with strategic and tactical leadership from the Deputy Director of ISS, design, specify, deploy and project manage the installation of key cross-institutional cloud based, virtual and physical ICT infrastructure facilities
- Act as Engineering lead on all aspects of the University network infrastructure
- Lead the design, investigation and analysis of network services, architecting networking configurations, directing network installations and defining, documenting and enforcing networking standards
- Lead the operation and development of network and system infrastructure technology
- Providing system security, capacity and fault management, network administration, issue resolution and user support with a focus on the continuous improvement of services, through the automation of systems

- Ensuring the integrity and security of network and communications technologies deployed for the wider DCU community
- Designing and testing the disaster recovery capabilities of the university network infrastructure
- Act as key member of the ISS Security Operation Centre team
- In conjunction with the Deputy Director of ISS contribute to or, where agreed, coordinate and convene steering and working group meetings for campus projects. Production of briefing papers, option appraisals and other documentation as required by the groups
- Acting as subject matter expert (SME) and providing ICT consultancy advice to University-wide and other infrastructure-related projects
- Manage highly technical projects that are user facing and involve multiple dependencies and third party contractors
- Attendance, as appropriate, at University committees and advisory bodies
- Advocacy across the University of the benefits of a University-wide, enterprise approach to pervasive ICT infrastructure
- Act as a senior escalation point to support ICT issue resolution
- Mentoring of ISS staff on ICT management, administration, emerging technologies and best practices
- Maintaining a technology watch on developments likely to be of relevance to the future transformation of a University-wide ICT infrastructure
- Identification of external funding opportunities, which bring potential benefit to University ICT development
- Engagement with potential and existing suppliers of ICT related goods and services, providing technical evaluation and input to procurement processes, and ensuring best value for the University

Note: The above list of duties and responsibilities is not exhaustive and is subject to change. The post holder may be required to undertake others duties within the scope and grading of the post.

Candidate Requirements
- A Primary Degree and/or post-graduate degree (Master's Degree level or equivalent) in Information Technology, Computer Science or other relevant field
- At least 5 years' senior level experience with ICT systems, business telecoms and network planning, design, deployment and administration
- Juniper Networks Certified Professional/Cisco Certified Network Professional (CCNP) would be desirable
- Sound understanding of the cross-institutional dimensions of enterprise systems, ICT infrastructure and the associated service delivery within a complex and highly devolved environment
- Significant knowledge of major technological developments influencing enterprise networking and ICT infrastructure provision and management
- Knowledge of Project Design and Management methodologies
- Proven ability to produced detailed documentation to a high standard
- A flexible, adaptable outlook
- A team player who enjoys working closely with a diverse range of people
- Self-motivated, showing initiative and sound decision making
- Commitment to continuing development of both personal and others professional and technical skills

- Proven capability to work under pressure and deliver benefits in a business critical service environment

- Excellent communication skills, including ability to influence staff at all levels of the organisation; ability to resolve conflicts effectively

Technical Competencies:

- In-depth knowledge and experience of:
  - Enterprise level network design and implementation
  - Enterprise scale Wi-Fi design and deployment
  - VPN technology
  - Software development lifecycle
  - Cyber security
  - Evaluation and assessment of new technologies
- Significant competency in:
  - Scripting/programming language
  - Automation toolsets (puppet, chef, Ansible)
  - Hosted cloud services (AWS or Azure)
  - Enterprise Server technology
  - Enterprise deployments of VMware
  - Identity management (SSO)
  - APIs and related technologies

- Working knowledge of:
  - LDAP (Active Directory)
  - SRM (Site Recovery Manager)
  - Cross system monitoring tools
  - Linux
  - Databases technologies.

Mandatory Training

Post holders will be required to undertake the following mandatory compliance training: GDPR and Compliance. Other training may need to be undertaken when required.