JOB DESCRIPTION

Library Assistant I
Collections, Systems & Administration Directorate (CS&A)
(Digital Systems & Services)
Permanent (Full Time)
Dublin City University Library

Dublin City University (www.DCU.ie) 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 and Transformation', it is committed to the development of talent, and the discovery and translation of knowledge that advances society and the economy. DCU is the Sunday Times Irish University of the Year 2021.

The University is based on three academic campuses in the Glasnevin-Drumcondra region of north Dublin. It currently has more than 18,000 students 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 creating a transformative student experience, and its positive social and economic impact. This exceptional commitment on the part of its staff and students has led to DCU's ranking among the top 2% of universities globally. It also consistently features in the world's Top 100 Young Universities (currently in QS Top 70 Under 50, Times Higher Top 150 Under 100).

DCU is placed 84th in the world, in the Times Higher Education University Impact Rankings – measuring higher education institutions' contributions towards the UN Sustainable Development Goals. Over the past decade, DCU has also been the leading Irish university in the area of technology transfer, as reflected by licensing of intellectual property.

DCU Library

Over the past four years, DCU has grown significantly in terms of physical presence and organisational complexity and the Library played and plays a pivotal role in this through the provision of enhanced information services. DCU Library has developed into a single service based on three campuses with Woodlock Hall and the landmark Cregan and O'Reilly library buildings. DCU Library has over a million visits per annum and provides an extensive portfolio of services and collections for 20,000 students and staff.

Role Profile

The successful individual will be responsible for providing systems and IT infrastructural support to the Library across three sites. This post will also support the Project Implementation Team in the implementation and set up of the new LSP system. The successful individual will also work as a member of the DCU Library Systems Team on other IT related projects and reports to Associate Director, Collections and Systems Services via the LSP Project Manager/Systems Librarian.

Duties & Responsibilities

The principal duties and tasks of the position include but are not limited to the following:

- Provide first level assistance to the Library on IT infrastructural issues and queries.
- Assist in supporting the Library's new Library Services Platform.
- Work closely with the Library's Systems Team to provide a responsive support service to Library staff on systems related issues, filtering issues to suppliers, ISS or other relevant partners.
- Liaise with relevant colleagues, both within the library and the university.
- Liaise with suppliers as required.
- Assist in the administration of management information and other decision support systems for the Library.
- Participate in the work of the Systems Department across a range of processes.
- Variation of these and other duties as required by the University Librarian.
- The successful individual will be required to work across multiple sites.
- Participation in evening and weekend rotas may be required.

Qualifications and Experience

- Leaving Certificate, or equivalent, with Grade D in at least 5 subjects.

In addition, the successful individual will ideally have:

- Excellent IT skills, communication skills, flexibility, self-motivation.
- The ability to function as part of a highly motivated team.
- Relevant experience in a medium to large scale academic library.

Essential Training

The post holder will be required to undertake the following mandatory compliance training: Orientation, Health & Safety and Data Protection (GDPR). Other training may need to be undertaken when required.