



Head of Academic Systems

(Administrator II)

Office of the Vice President Academic Affairs (Registrar)

Permanent

Introduction

Dublin City University (www.dcu.ie) is a research-intensive, globally-engaged, dynamic institution that is distinguished by both the quality and impact of its graduates and its focus on the translation of knowledge into societal and economic benefit. DCU prepares its students well for success in life, and in the workplace, by providing a high-quality, rounded education appropriate to the challenges and opportunities of the 21st century. As Ireland's University of Enterprise and Transformation, DCU is characterised by a focus on innovation and entrepreneurship and a track-record of effective engagement with the enterprise sector, including commercial, social and cultural enterprises. Excellence in its education and research activities has led to DCU's consistent position in the rankings of the world's top young universities.

Academic Systems

Reporting to the Academic Secretary, the Academic Systems unit assists the Vice President Academic Affairs (Registrar) in exercising strategic ownership and oversight of core IT applications that are integral to the academic business of the University. Working closely with colleagues in Information Systems and Services (the University's central IT department) and relevant business areas across the University, the unit provides tier 2 end-user and application support in respect of the specific applications for which the unit has responsibility. In doing so it complements and enhances existing applications and process expertise, giving particular consideration to business needs, the optimisation of applications and related process improvement.

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 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 Academic Systems unit will assume responsibility for the solution is currently being implemented and is actively contributing, together with other key stakeholders, to the SIS Programme, which is a significant change programme for the University.

Role Profile

Leading a team of business analysts, the Head of Academic Systems will assume overall remit for the management and enhancement of core University IT applications that lie within the Vice President Academic Affairs (Registrar)'s remit, viz., the student information system and the timetabling and room booking system. They will be responsible for the line management and professional development of staff associated with the unit, and for the on-going development and operation of the unit within an overall framework of continuous improvement. In common with unit members, the Head of unit will be expected to acquire in-depth knowledge of the core applications and related business processes that the unit assists.

Duties and responsibilities

Please refer to the Job description for a full list of duties and responsibilities

Qualifications and Experience

Essential

- An honours degree and preferably a postgraduate qualification in Information Technology, Computer Science or other relevant field
- A minimum of ten years' relevant experience, with a minimum of 5 years' experience at a management level within the public sector, or other complex business environments
- Substantial experience in the specification, procurement, and implementation of IT applications, with an emphasis on meeting business objectives and enabling process improvement
- A range of experience spanning process review and improvement, project management and management of tier 2 end-user and application support teams
- Direct experience of line-managing, developing and motivating a team to deliver professional service level requirements

- Experience leading organisation-wide project teams, the membership of which is drawn from a variety of business, technical and other areas, and a proven track record of project delivery to deadline and within budget
- An in-depth appreciation of information technologies, in particular, the following: relational databases, internet technologies, software development tools and technologies, and systems integration techniques
- A demonstrable understanding of the software development lifecycle and of enterprise architecture.

Desirable

Recognised qualification / certification in:

- ITIL or equivalent ITSM Framework
- Process improvement methodologies (e.g. Lean, Six Sigma etc.)
- Project management (e.g. PMI, Prince 2 etc.).

Experience

- Experience at a management level in higher education

The successful applicant will:

- Be capable of exercising judgement and making decisions on a wide range of systems and related process matters
- Demonstrably possess the leadership capability, influencing and relationship building skills necessary to drive projects to successful conclusion
- Have excellent organisational and management skills
- Possess excellent oral and written communication skills, including the ability to effectively communicate technical content to a non-technical audience
- Have the ability and willingness to work flexibly.

Mandatory Training

The successful candidate will be required to undertake the following mandatory compliance training: Orientation, GDPR, and Compliance. Other training may need to be undertaken when required.

Salary Scale:

Administrator II: *€57,431 - €91,412

** Appointment will be commensurate with qualifications and experience, and will be made on the appropriate point of the relevant salary scale in line with current Government pay policy.*

Closing Date: Friday 25th September 2020

Informal enquiries to: Ms. Pauline Mooney, Academic Secretary,
E-mail: pauline.mooney@dcu.ie.

Please do not send applications to this email address; instead, apply as described below

Application Procedure

Application forms are available from the DCU Current Vacancies website at
<https://www.dcu.ie/hr/vacancies/current.shtml>

Applications must be submitted by e-mail to hr.applications@dcu.ie

Please clearly state the role that you are applying for in your application and email subject line:
Job Ref #BC2804 Head of Academic Systems - OVPAA

Dublin City University is an equal opportunities employer and is committed to promoting gender equality reflected in its attainment of the Athena SWAN Bronze Award. Information on a range of university policies aimed at creating a supportive and flexible work environment is available at

<https://www.dcu.ie/policies/policy-starter-packs.shtml>