



Head of Academic Systems (Administrator II)

Office of the Vice President Academic Affairs (Registrar)

Three Year Fixed Term Contract

Introduction

Dublin City University (www.dcu.ie) is a young, dynamic and ambitious university with a distinctive mission to transform lives and societies through education, research and innovation. It is research intensive, globally engaged and 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 education appropriate to solving grand global challenges of the 21st century. Excellence in its education and research activities has led to DCU's consistent presence in the rankings of the world's top young universities.

Overview of the department

Reporting to the Academic Secretary, the Academic Systems unit supports 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 support 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 responsibility 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. The Head of Unit will play a key role in driving and implementing change within the University in terms of how these systems are utilised to enable significantly enhanced service delivery

within a wide range of business units across the University. They will be accountable 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. The Head of Unit will be expected to acquire in-depth knowledge of the core applications and related business processes that the unit supports. In addition, the Head of Unit, will play an integral role in the building of systems capability, in particular in the development of a cohort of business based systems experts / subject matter experts, and the optimisation of systems use within business areas.

Duties and responsibilities

Please refer to the job description for a full list of duties and responsibilities associated with this role.

Qualifications and Experience

Essential

- Candidates must have a Primary Degree or equivalent (NFQ Level 7) in an appropriate area 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 higher education (ideally), the public sector, or other complex business environments
- 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
- Proven experience and implementation of Change Management best practice and methodologies
- Substantial experience in the specification, procurement, and implementation of IT applications, with an emphasis on meeting business objectives and enabling process improvement
- Demonstrated 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
- An in-depth appreciation of information technologies, in particular, the following: relational databases, internet technologies, software development lifecycle, tools and technologies, systems integration techniques and of enterprise architecture
- Possess the ability to convey information in a clear and concise manner to IT and business stakeholders at all levels during the project lifecycle to gain commitment and minimise the level of resistance to change

Desirable

Recognised qualification or certification in:

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

In addition, the successful applicant will:

- Be capable of exercising judgement and making decisions on a wide range of systems and related process matters
- 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 convey 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 €58,580 - €93,240

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

Closing Date: Friday January 22nd 2021

Informal Enquiries to:

Pauline Mooney, Academic Secretary, Office of the Vice President Academic Affairs (Registrar), DCU, Dublin 9; Tel: +353 (0)1 700 8810; 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>. A CV must be included with the application form. 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 form and email subject line:
Job Ref #BC2804a Head of Academic Systems, OVPAA.**

Dublin City University is an equal opportunities employer. In line with the Employment Equality Acts 1998 – 2015, the University is committed to equality of treatment for all those who engage with its recruitment, selection and appointment processes. The University's Athena SWAN Bronze Award signifies the University's commitment to promoting gender equality and addressing any gender pay gaps. Information on a range of university policies aimed at creating a supportive and flexible work environment are available [in the DCU Policy Starter Packs](#)