



*Applications are invited from suitably qualified candidates for the following position:*

**Faculty Support Officer, Grade V  
Student Information System (SIS) Programme  
DCU Institute of Education  
Up to 3 years Fixed Term Contract**

Dublin City University [www.dcu.ie](http://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.

**DCU Institute of Education**

The DCU Institute of Education is the newest faculty of Dublin City University. Established in 2016 as Ireland's first university faculty of education, it has a staff of more than 140 full-time academics, an administrative team of 28 and a student body in excess of 4,000. The Institute brings together students of education across all sectors from early childhood, to primary and post-primary and further and higher education. As well as providing a range of undergraduate programmes in education, the Institute offers a rich menu of taught and research-based post-graduate programmes at doctoral, masters, diploma and certificate levels.

**Student Information System (SIS)**

The University is now looking to transform the way in which its staff and students interact with each other, using student information to align to our values and achieve excellence in service, ensuring the future needs of DCU can be met.

The SIS programme has been mobilised in the Office of the Vice-President Academic Affairs to deliver this transformational change. This transformation will be enabled by effective and efficient business processes supported by a fully integrated SIS which will support our objectives to create and sustain a globally engaged university.

SIS will consolidate and modernise multiple legacy student information systems into one, integrated software solution. The new SIS includes all crucial student information: admissions, finance, registration, enrolment, course management, advising, billing and payment, records, and more. Students will be able to access all of their key information through a single point-of-entry, providing a more agile and personalised experience.

**Faculty Support Officer - Role Overview**

This position is located within the Office of the Executive Dean of the Institute of Education. The individual appointed will be responsible for coordinating, facilitating and supporting the Institute of

Education's engagement with the SIS Project across all delivery streams and through all stages to Business as Usual. The Institute is relatively recently established so a critical function of this post will be to document current system use, operating procedures and processes, and to work with stakeholders in aligning and standardising in readiness for transition to SIS. The appointee will also play a key role in building capacity within the Institute in readiness for SIS Go Live. The appointee will report to the Executive Dean or nominee.

### **Duties and Responsibilities**

See job description for full list of duties and responsibilities.

### **Candidate Requirements**

#### **Minimum internal service criteria:**

Serving Grade 4 staff with 3 years' experience at a Grade 4 level in DCU or, any DCU staff member with a primary degree or equivalent (NVQ Level 7) in an appropriate area plus 3 years' relevant experience.

Please note staff must have successfully completed their probationary period.

#### **Ideally, candidates will have the following:**

- A primary degree and a minimum of 3 years' relevant experience in the administration or project management of complex high-volume, multi-dimensional processes or projects
- Experience of working with systems and processes in a third level institution
- A positive work ethic and outlook, and a demonstrable commitment to high quality work
- Ability to work independently as well as part of a team
- Proven experience working with complex IT systems
- Strong problem solving and analytical skills
- Strong quantitative reasoning skills
- Excellent communication (written and oral) and interpersonal skills
- Excellent stakeholder management skills to include the ability to build and maintain positive working relationships with a diverse range of stakeholders
- Knowledge of DCU faculty operational processes and IT systems would be an advantage.

### **Mandatory Training**

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

**Salary Scale:** Senior Admin Assistant I: €49,179 - €59,260.

*\*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:** 5<sup>th</sup> March 2021

**Informal Enquiries to:** Caitríona Ní Mhurchú, Assistant Faculty Manager, DCU Institute of Education; Email: [Caitriona.NiMhurchu@dcu.ie](mailto:Caitriona.NiMhurchu@dcu.ie) Do not send applications to this address. Instead, apply using the procedure set out 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](mailto:hr.applications@dcu.ie)

**Please clearly state the role that you are applying for in your application and email subject line:  
Job Ref: #ST1478 Faculty Support Officer, SIS project.**

*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](#)*