



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 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

The duties and responsibilities associated with this role include, but are not limited to the following:

- Coordinate faculty input to the 'As Is' and 'To Be' processes; this involves consulting with and briefing faculty stakeholders; capturing and analysing current systems use to identify needs and gaps; inputting to SIS As is and To Be documentation; participation in As Is and To Be Workshops and reviewing and feeding back to the Project Team on session outputs
- Coordinate faculty input to Design and Configuration Workshops: reviewing session schedules to identify key stakeholders and arrange their engagement with workshops; where stakeholders are not available to participate, represent their perspectives and follow up on queries/additional inputs after each workshop
- Document and align process in preparation for transition to SIS: work with stakeholders to understand current practice and to develop and assist in transitioning to a standardised approach
- Data Clean-up: review current and historical data sets, work with stakeholders to develop and a retentions policy where necessary, assist with preparation of data for transition to SIS
- Lead, monitor and co-ordinate faculty input to User Acceptance Testing (UAT) including acting as proxy tester as required: identify staff best placed to undertake UAT, brief relevant colleagues and secure buy in for UAT within the Faculty; consult with stakeholders around IoE specific requirements that will require UAT; scope any additional requirements to ensure timelines are met.
- Support system implementation in the Institute: attend Train the Trainer sessions; act as internal point of contact for staff training queries; capture and report issues to the SIS project team
- Work with Heads of School and Faculty Office Team Managers to build capacity in readiness for system Go Live.
- Be the faculty change network champion: liaise with Project Lead; identify and secure buy in from relevant stakeholders across the Faculty
- Report to faculty management on an on-going basis
- Act as first point of contact for SIS project in relation to routine queries and engage with stakeholders to collate faculty responses
- Provide support to the Faculty Manager and Assistant Faculty Manager as directed.

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.