



Job Specification:
IT Services Support Personnel

Computer Services Department (CSD) Dublin City
University

Summary:

Applicants must have a Leaving Certificate, a relevant IT qualification and two years IT helpdesk experience.

The successful candidate will be part of the CSD Service Delivery Team. This team provides first and second level support to users of the computing facilities within DCU.

Key objectives for the area include:

- (a) Provide high quality Service Desk support in line with ITIL service management best practice.
- (b) to deliver a high quality customer focused service through maintaining availability of services to IT users.
- (c) to ensure that, on a day to day basis, the computing requirements of Student, Staff, Research communities, as well as those of Campus companies are achieved.
- (d) to work to the customer service driven culture within CSD.
- (d) implement and deliver innovative customer service offerings to support technology developments eg: laptops and wireless networks.
- (e) provide customers of these services with the training, documentation and ancillary services.
- (f) provide a flexible, business focused support framework to all customer constituencies which reflects their hours of operation.
- (g) maintain a high quality service to all customers via any communication channel ie: personal contact at the service desk, phone and email.

IT Services Support Personnel

Computer Services Department:

The Computer Services Department (CSD) serves the computing and information systems needs of Dublin City University. The department:

- provides, develops and maintains information systems to support the operational and management information needs of the University
- develops and maintains the networks, operating systems and technical infrastructure to underpin the above
- delivers packaged and other software solutions to support academic, and administrative staff
- supports the computing needs of students throughout the campus and remotely

The department comprises of the following sections:

CSD Services Group (Consists of Helpdesk, Desktop Development and Service Development)

Business Systems Group

Web Development Group

Technical Infrastructure Group

CSD Services Group:

The CSD services group is committed to providing a quality IT support service following the ITIL framework. The Group comprises three main areas charged with the maintenance and support of DCU's IT environment while underpinning CSD's commitment to customer service through customer interaction and provision of support via web documentation and faqs. The group provides individual advice, remote/deskside/service desk assistance, computer laboratory management and maintenance as well as induction, training and workshop services. Working with the other CSD teams, the CSD Services Group strives to ensure the successful implementation of new technologies, as they become available, to all customer groups.

The CSD Services Group has four sub-groups:

CSD Service desk

CSD Desktop Development

CSD Service Development

CSD CBT

The Job

The IT Services Support Personnel will work as part of the CSD Service teams providing comprehensive both technical and administrative IT support to internal customer groupings.

They will be involved in providing troubleshooting and resolution support at first and second level to customers of the computing facilities provided by the University. In line with the increasing diversity of customers being supported this may mean on the main DCU campus, on campus at our sister colleges or through the provision of tailored support to particular schools or customer groupings.

They will work closely with other sections in the Computer Services Department and with vendors to ensure the delivery of a quality, integrated service to customers through a single interface.

High level responsibilities include:

- a) To provide dedicated first and second level support to users of the computing facilities across the DCU campus through;
- b) Customer driven Service Desk through; telephone support, desktide assistance, remote support when available and CSD project roll out
- c) To provide effective support materials and documentation.
- d) To provide advice, installation services and on-going support in relation to desktop computing facilities being used by staff and students.
- e) Provide administrative support for DCU maintained systems such as authorizing email posts to mail lists, the administration of account management for CSD supplied accounts.
- f) Provide support to staff and students through workshops, clinics and targeted training for all customer constituencies.
- g) Administer the student registration process for use of laptops on campus and in the University Residences.
- h) To provide day to day support of all aspects of the Student computing facilities managed by Computer Services Department (including Library, student computing laboratories, Lecture Rooms etc.) including such things as availability of equipment, student advice, provision of paper & toner, room maintenance etc.
- i) To provide customer support on a variety of technologies including: PC, Windows, Novell, Internet, TCP/IP, Apple Mac and various forms of remote data communication and information retrieval.
- j) To install, configure and support distributed computing and data communications equipment throughout the campus.
- k) To advise on specifications for distributed computing and data communications equipment in accordance with departmental policies and specifications.
- l) To advise on the best practice in the use of DCU's computer equipment and software.
- m) To work closely with other areas in the CSD Services Group and other areas across CSD to maintain maximum availability of IT services.
- n) Deliver solutions to agreed Service Level Agreements.
- o) Provide support in the most appropriate fashion to the various customer groupings supported by CSD.

The successful candidate will have:

- Strong customer service and interpersonal skills. They must be able to demonstrate their ability to prioritise and time-manage effectively.
- A good technical aptitude have good verbal and written communication skills.
- A good appreciation of Desktop (ideally PCs and Macs) and Associated Technologies with expertise in some or all of the following: PC Architecture, PC Operating Systems, Apple Macs, Commonly used packages and tools (particularly the Microsoft and Novell range of products) and LAN/WAN technologies
- Leaving Certificate, a relevant IT qualification and two years IT helpdesk experience.

The Arrangements

The successful candidate will work within the CSD Services Group within the Computer Services Department. CSD will provide the successful candidate with a combination of a development programme and relevant IT experience within the Service Delivery team. The Service Delivery team provides services to the various University communities in four broad areas: Helpdesk, Service Management, Desktop Development and CBT (Training and Induction). By working as part of this group successful applicant will receive a thorough and varied view of all aspects of IT as they pertain to the DCU campus. The successful candidate will be supported in undertaking industry-recognised qualifications in one of the following four areas:

- IT Business Systems
- Information Systems Analyst
- Software Development
- Network Management

This is a five year fixed term contract position.

The recruitment process will include a series of aptitude tests and interviews resulting in the formation of a panel of successful applicants. The panel will remain active for a 12 month period.

Salary Scale: €1,274 - €3,333

Closing Date: 9th December 2005