



Summary

Applications are invited for the permanent, part-time post of Senior Computer Operator.

The successful candidate will perform general computer operations, system administration and technical support tasks. S/he will be a member of a small team of specialists supporting DCU's mission to deliver leading-edge internet-based services to the university community.

S/he will have experience in areas such as Computer Room Management, Environmentals, Backup/Recovery, System &

Computer Services Department

Senior Computer Operator

Storage Management, Maintenance Agreements, UNIX/Linux and Internet Technologies (DNS, Web, Mail, DHCP and Proxy servers etc.). Experience of other operating systems (Windows, Netware, Mac OS-X) would be advantageous.

Applicants must hold a Leaving certificate, have a minimum of five years relevant experience, preferably have an IT related qualification and strong customer service, interpersonal and communications skills.

The successful candidate will be expected to work Wednesday afternoon, all day Thursday and all day Friday of each week.

Job Specification – Senior Computer Operator

Computer Services Dept.

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, administrative and secretarial staff
- supports the computing needs of students throughout the campus and remotely

The department comprises of the following sections:

- Business Systems
- Technical Infrastructure
- CSD Services (consisting of Helpdesk, Desktop Development and Service Development)
- Web Development

Technical Infrastructure Section

The Technical Infrastructure Section is responsible for the provision, support, maintenance and development of all elements of DCU's technical infrastructure.

This comprises of:

- Computer Operations
- Systems & Server Management
- Network Development

The Job

Working in the Technical Infrastructure section, the successful candidate will work as a member of a small team of specialists defining, implementing and supporting architectures, technologies and systems supporting DCU's mission to deliver leading-edge internet-based services to the university community.

Duties will include:

- Management of the Computer Rooms and their Environments e.g. Physical Security, Air-conditioning, Fire suppression, UPS, generator, etc.
- Backup & Recovery
- Installation & maintenance of central hardware and software
- Installation & support of central products such as Web, DHCP, Mail, DNS, NNTP, Radius, proxy and application servers.
- Managing maintenance contracts with third party vendors.
- Systems Administration, user support and account maintenance.
- Troubleshooting, fault diagnosis and problem resolution of customer, CSD and other problems.
- Monitoring the performance of systems and servers and providing reports and statistics on same.
- Monitoring Systems Security, testing and applying patches.

- Working closely with other members of CSD and assisting with the general operation of the department.
- Developing and maintaining quality procedures, systems and documentation.
- Liaising and communicating regularly with customers through presentations, training courses, newsletters, helpsheets, web publications etc.
- Carrying out other tasks, which may be assigned from time to time by Computer Services Department management.

The successful candidate will be skilled in:

- Computer Operations & Management
- Backup products and technologies. DCU currently use Veritas Netbackup.
- UNIX and Windows systems administration. Flavours of UNIX in use at DCU include Solaris, Linux (Redhat Enterprise) and Mac OS-X.
- Internet-related issues: DNS, Web caching/proxying, Web serving.
- Systems Security and patching.

The person will have an appreciation of:

- PC hardware and PC operating systems
- LAN / Server technology – particularly Netware & Windows Server
- Office automation software, including Microsoft Office, PC email clients, Web Browser
- Network topology and TCP/IP

The person will:

- Hold a Leaving certificate, have a minimum of five years relevant experience and preferably an IT related qualification
- Have excellent written and verbal skills
- Have experience of working within a flexible team
- Have strong customer service skills

The Arrangements

This is a permanent part time position. The successful candidate will work 16.75 hours per week: (Wednesday afternoon, all day Thursday and all day Friday) of each week.

Salary Scale: €31,446 - €39,768 (pro-rata)

Closing Date: 25th November 2005