

Information Systems & Services (ISS)
Staff & Student Services Manager
(Five Year Contract)

Background:

As a result of the resignation, ISS is seeking to recruit a suitable candidate to the role of Staff and Student Services manager for a contract period of five years

Post Summary:

The Staff and Student Services Manager will have overall responsibility for the Staff and Student Services groups delivering first and second level support to users of ICT facilities within DCU and its linked colleges. The Helpdesk and Audiovisual staff will report directly to the Staff & Student Services Manager. The key objectives for the area include:

- (a) to deliver a high quality customer focused service which includes maintaining, in conjunction with other teams within ISS, the availability of ICT services to users;
- (b) to ensure that, on a day to day basis, the ICT requirements of staff and students are met;
- (c) to develop a customer driven culture; and
- (d) to work with other teams within ISS to engender a culture of problem determination and quality service delivery, and a proactive approach to service development.

As part of the senior management team within ISS, the Staff & Student Services Manager will play a major role in the development and implementation of the ICT Strategy within the University.

Principal Duties:

To lead, manage and develop a team of ICT professionals within the ISS Department responsible for the delivery of support services to meet the changing needs of the university. Working with the university's service departments, academic and research areas the Manager will oversee the analysis of customer requirements and the design / delivery, and on-going development of support services to meet the changing organisational needs.

Key Result Areas:

- The provision of dedicated first and second level support to users of the ICT facilities, including Audio Visual (AV) and other services, across the DCU campus and its linked colleges
- The provision of advice, installation services, equipment and on-going support in relation to desktop computing and audio visual facilities being used by Staff.
- The organisation and provision of day to day management in respect of all aspects of the Student computing facilities, and AV equipment, managed by the Information Systems and Services Department. This includes, but is not limited to, the availability of equipment, student advice, provision of paper & toner, bulbs, and appropriate lab and classroom maintenance.

- The delivery and monitoring of ICT service delivery to ensure achievement of the Service Level Agreements (SLAs) established in respect of such services.
- The co-ordination of periodic reviews in respect of performance against the established SLAs, conducting review meetings and managing required actions as appropriate.
- The co-ordination of the provision of user support documentation and self-service initiatives
- Taking ownership of and managing the ISS Incident Management Process from incident/request initiation right through to resolution and closure with the user and review of experience.
- The escalation of recurring problems, and potential problems, to the appropriate team within ISS
- The implementation of new/enhanced standard based processes, technologies and documentation to maximise the efficiency and effectiveness of the area.
- The management of relationships with 3rd party suppliers
- Working closely with other areas within ISS to ensure the maximum availability of ICT services is maintained.
- Leading, organising, managing and developing the teams within the Staff and Student Services area.
- Working closely with, and advising, the Director of ISS in the development of I.C.T. strategies and plans for the university
- Advising and supporting Schools and Units in the identification of future requirements and evaluation of potential solutions to meet the ICT service needs of staff and students, including technologies in the classroom.
- Contributing to the on-going development of the I.S.S. Department, the services it provides and the staff within the Department.
- Providing assistance in the general operations of ISS and undertake other tasks as assigned by ISS management from time to time.

Working Relationships

- The Staff & Student Services Manager reports to the Director of Information Systems & Services and works as part of the ISS Management Team.
- Liaises with other areas within ISS, and with representative members of the administrative and academic areas within DCU, with regard to current or proposed new ICT services or general ICT support issues
- Serves on appropriate ISS committees and represent ISS on College committees and working groups.
- Represents DCU at appropriate external meetings and contribute to sectoral ICT initiatives.
- Liaises and works with other members of the College community, linked colleges and external bodies as required.

- Develops and maintains excellent working relationships with external suppliers of systems and services.

Person Specification

Qualifications

The ideal candidate must hold a primary degree (NQV Level 7), preferably in an ICT related field. Additionally relevant professional qualifications would be advantageous

Essential Knowledge & Experience

The successful candidate **must** have:

- At least 5 years relevant work experience in a similar environment, preferably managing the activities of a sizeable team within a user support area;
- Previous work experience with significant responsibility in a complex ICT environment;
- A strong customer focus and be results driven;
- Experience of working with people at all levels within the University;
- A strong appreciation of technology and its application in terms of process improvement/enhancement;
- Strong interpersonal and communications skills;
- Score highly on initiative and innovation;
- Experience in selecting, negotiating with and managing suppliers

Salary Scale: €49,967 – €72,373 (Administrator I)

This salary scale may be affected by the provisions of the 2011 Budget.

Closing date: 6th January 2012

Informal Enquiries to:

Ms. Barbara McConologue, Director of ISS. Email: barbara.mcconologue@dcu.ie Tel: 01 700 8496

Application Procedure:

www.dcu.ie/vacancies/APPLICATION_FORM_6pg.doc and from the Human Resources Department, Dublin City University, Dublin 9. Tel: +353 (0)1 700 5149; Fax: +353 (0)1 700 5500; Email: hr.applications@dcu.ie

Dublin City University is an equal opportunities employer