Dublin City University
Information Systems & Services (ISS)
Systems Analyst
(Temporary 6 Month Contract)

Background:
The Information Systems and Services (ISS) Department deliver central ICT services to the wider DCU community. As part of restructuring ISS wish to recruit a Systems Analyst over a six month contract, to work as part of the Business Systems and Applications team within the ISS department.

The department comprises of the following sections:

- Staff and Student Services
- Business Systems and Applications
- Technical Infrastructure and Networks

The Business Systems and Applications (BSA) team deliver core business applications and facilities to DCU and its linked colleges including the Student Administration Systems, Finance Systems, Human Resource Systems and Research Support Systems. The BSA team are responsible for the DCU website and development of core web services and strategy for the university. BSA provide user support, project management, implementation and relationship management skills to key users across the university.

Post Summary:
Reporting to the BSA manager the successful candidate will play a key role in maintenance and delivery of new and existing business solutions to the university. The successful candidate will work closely with members of the BSA team to provide key support, development and documentation on new and existing process and systems.

Key tasks/responsibilities include:

- Liaise with customer departments, providing support and analysis skills.
- Support existing business systems and processes
- Querying of database and utilising reporting systems
- Support the operation and development of existing and new systems.
- Diagnose software faults and resolve problems.
- Provide support to the ISS department as appropriate.
- Develop and maintain quality procedures and documentation.
• Provide assistance in the general operations of ISS and undertake other tasks as assigned by management
• Work closely to support BSA and existing analysts in order to maximise the effectiveness of ISS and the services it provides.
• Keep abreast of developments within the broad area of IT and look for opportunities to apply them to Dublin City University with a view to improving effectiveness.

**Person Specification:**

**Qualifications:**

• The ideal candidate must hold a primary degree (NQV Level 7) in Information Technology, Computer Science or a relevant area

**Applicants must:**

• Have experience in the development and implementation of software projects.
• Have a strong aptitude for process and systems design.
• Have excellent analytical skills.
• Have a good appreciation of information technologies, in particular: Relational database, internet technologies, workflow, process redesign, software development tools and technologies, systems' integration techniques
• Have a strong customer focus and be results driven.
• Be a strong team player, with ability to work to deadlines and be self-motivated.
• Have strong interpersonal and communications skills, written and oral.

**Salary Scale:**

Analyst Programmer I  €37,747 - €44,486  €33,972 - €40,037*

*Applies to new entrants to the public sector after 01 January 2011

Appointment will be commensurate with qualifications and experience.

**Informal Enquiries to:**

Ian Bell, Manager, Business Systems and Applications. Email: ian.bell@dcu.ie Tel: 01 700 8296

**Closing date:** 28th September 2012
Application forms are available at:
http://www.dcu.ie/vacancies/APPLICATION_FORM_6pg.doc and from the Human Resources Department, Dublin City University, Dublin 9. Tel: (01) 700 5149; Fax: (01) 700 5500 Email: hr.applications@dcu.ie

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