Dublin City University

Information Systems Services (ISS)

IT Business Solutions Specialist

Permanent 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.

Information Systems Services (ISS)

The ISS Department is a central support unit responsible for providing a complete ICT service to the University's various schools, units, research centres and campus companies. In addition to working closely with all stakeholders across DCU to ensure quality service delivery, ISS is responsible for the University's extensive ICT infrastructure estate servicing our three academic campuses. ISS plays a key role in supporting the University in achieving the objectives set out in its Strategic Plan: *Talent, Discovery and Transformation 2017-2022*. For further information, please visit https://www.dcu.ie/iss/

Role Profile

Working as part of the IT Business Engagement team, the IT Business Solutions Specialist will play a key role in business engagement activity, internal partnership management, identification of IT business solutions, process enhancement, vendor management and project delivery. The IT Business Solutions Specialist will be expected to acquire in-depth knowledge of the core IT business solutions

and related business processes of the critical business units within the remit of the IT Business Engagement team.

Liaising closely with other ISS teams, relevant business units and external vendors, they will be responsible for ensuring the IT needs of the business units within the remit of the IT Business Engagement team are identified, clearly specified and translated to the delivery of IT solutions of an exceptionally high standard.

Duties and Responsibilities

Reporting to the IT Business Engagement Manager, the IT Business Solutions Specialist will:

- Acquire expert knowledge of the business solutions and related business processes of units within the remit of the IT Business Engagement team.
- Ensure that the IT needs of business units within the remit of the IT Business Engagement team are clearly specified and translated to IT solutions of an exceptionally high standard
- Provide comprehensive service in respect of the business solutions for which the team is responsible, working closely with key business units and other ISS teams to resolve issues – technical, performance, security & compliance, vendor related, or infrastructural
- Introduce, enhance, upgrade or otherwise modify IT business solutions and related processes within specified timeframes and to budget
- Advise and assist key business unit management in the consideration and/or prioritisation of future and on-going IT business solutions development
- Ensure that, through a model of continuous review and engagement, the business solutions for which the IT Business Engagement team is responsible continue to meet the needs of the key business units
- Design and/or contribute to the design of business solutions, including the gathering and documentation of business requirements, the development and approval of specifications, the development of test scripts, and the provision of training
- Assume responsibility for the management of relevant licensing and/or other contractual arrangements related to the IT solutions aligned to key business units
- Identify, articulate and implement opportunities for integration, automation, increased efficiency and innovation.
- Actively ensure appropriate risk management practice
- Develop and maintain quality procedures and related documentation

- Monitor technical and industry developments and best practice (nationally and internationally) in relation to IT business solutions
- Any other duty which may be assigned from time to time by the Director, Information Systems Services.

Candidate Requirements:

- A primary degree and/or post-graduate degree (master's level or equivalent) in Information Technology, Computer Science or other relevant field
- A minimum of five years' work experience directly relevant to the role
- Significant degree of experience and technical competency with relational databases, system administration and systems integration/implementation
- An understanding of the software development lifecycle and an appreciation of ICT architecture
- Experience in the application of IT solutions to enhance business processes
- Experience in the specification and development and/or procurement of IT business solutions
- A proven track record in the identification, management and delivery of complex projects / business solutions implementation for a key business function such as Human Resources or Finance
- An active commitment to personal training & development
- Excellent communication skills, both written and oral; proven ability to build positive relationships with key stakeholders and colleagues at all levels both internal and external
- Ability to work independently and proactively and effectively deal with the changing demands that arise in a fast-moving university environment
- Strong organisational and prioritisation skills, with the capability to manage multiple priorities with competing priorities/deadlines

Mandatory Training

Post holder will be required to undertake the following mandatory compliance training: Orientation, GDPR, and Compliance. Other training may need to be undertaken when required.