



Ollscoil Mhá Nuad Maynooth University

Information Technology Services Business Systems Manager (Permanent)

The Role

Maynooth University wishes to appoint a Business Systems Manager on a full-time permanent basis. This manager-level appointment (SAOIV grade) will report directly to the Head of Enterprise Solutions within IT Services.

The Business Systems Manager will oversee a cohort of IT professionals dedicated to the area, currently there are 9 (nine) staff positions allocated to this area. The area has responsibility for ensuring operational excellence in the delivery, maintenance, and continuous improvement of enterprise business systems with a primary responsibility for the Student, Finance and HR systems and their security. Additional ancillary systems also fall under this remit.

Principal Duties

The role will have a strong focus on:

- technical leadership
- identifying and implementing technical solutions to meet business needs
- consistent service support, delivery and operational resilience
- fostering and supporting service innovation
- promoting a culture of team and personnel development
- partnering with business areas on an agenda of continual service improvement

The ideal candidate will bring technical expertise, a data-driven mindset, and proven leadership in managing complex business systems environments in a higher education or similar sector.



Principal Duties

Administrative and other duties:

This will include:

Systems Maintenance & Enhancement

- Agree maintenance schedules and communicate enhancement and roadmaps to the business
- Produce and manage technical implementation plans for key enterprise systems ensuring compatibility, scalability, and security in line with agreed roadmaps.
- Oversee the planning, scheduling, and execution of system upgrades, patching, and configuration changes in accordance with each system's component lifecycle and support timelines.
- Work closely with functional owners to identify and deliver system enhancements and process optimisations.
- Remain up-to-date and knowledgeable regarding industry innovation and sectoral trends.

Operational Innovation & Systems Improvement

- Working with the Head of Enterprise Solutions, identify and assess technical solutions to meet new and evolving business needs, including the introduction of new tools, platforms, and technologies that improve system functionality, performance, user experience, and integration capabilities.
- Manage the technical implementation of enhancements to enterprise systems, ensuring they meet evolving business needs across Student, Finance, HR, Library, and Security domains.
- Work directly with internal stakeholders to identify opportunities for automation, workflow optimisation, and digital process improvements that support operational efficiency.
- Oversee the technical delivery of system upgrades, integrations, and configuration changes, ensuring minimal disruption and alignment with enterprise architecture standards.
- Embed IT Services' structured change management practices within the core team to support the successful rollout and adoption of new systems and processes.
- Act as a key liaison between technical teams and business units to translate operational challenges into system-based solutions.
- Foster a culture of continuous improvement and best practice adoption, for example Lean, ITIL, and other best practice frameworks as they apply to service delivery, incident management, and system lifecycle management.

Service Delivery & Operations Management

- Ensure the consistent delivery of high-quality business system services aligned to agreed SLAs and KPIs.
- Drive a service-centric culture focused on end-user satisfaction, service metrics, and continuous service improvement (CSI).
- Act as escalation point for major service incidents; drive root cause analysis and resolution.
- Oversee operational compliance with Disaster Recovery (DR), Business Continuity (BC), cybersecurity, audit, and regulatory requirements.
- Collate and present monthly management reports detailing system performance levels, with regular updates on agreed system metrics.

Vendor & Stakeholder Management

- Manage vendor relationships, contracts, and SLAs ensuring high standards of support and delivery for the University's core business systems.
- Collaborate, advise and support internal stakeholders with their vendor relationship management, including support at the procurement stage as appropriate.
- Actively participate in sectoral groups and external peer networks to remain informed of trends and innovations.



Team & Personnel Management

- Lead, manage, and develop the core teams within the area.
- Foster a culture of accountability, technical excellence, and customer-focus within the team.
- Set clear goals and monitor their progress for teams and individual staff and oversee regular developmental reviews.
- Champion modern work practices including Agile and DevOps where applicable.

The ideal candidate will have:

Essential

- Bachelor's degree (Level 8) in IT, Computer Science, Business Information Systems, or a related discipline.
- Minimum 5 years' experience managing enterprise-wide business systems in a complex organisation.
- Experience of managing and motivating experienced technical teams including recruitment, setting targets, agreeing and monitoring work plans, providing performance feedback and establishing a culture that is focused on customer service and accountability.
- Demonstrate significant technical experience planning activities and managing teams delivering change at an enterprise level
- Experience managing system integrations and working within hybrid environments (on-premises and cloud-based).
- Understanding of cybersecurity best practices in relation to business systems.
- Experience of defining metrics and measuring service performance (KPIs, SLAs) and preparing and presenting management reports.
- Excellent technical understanding of enterprise systems architecture.
- Strong vendor management skills including contract negotiation and SLA enforcement.
- Excellent interpersonal and communication skills with a customer-focused approach.

Desirable

- Master's degree and/or professional certifications such as ITIL v4, COBIT, PMP/Prince2, Agile Service Management, or equivalent.
- Direct knowledge of Student, Human Resources or Financial systems architecture would be a distinct advantage.
- Higher Education sector experience at management level.
- Familiarity with enterprise system reporting tools (e.g., Jaspersoft, Insight, Power BI).
- Knowledge of public procurement processes and financial management principles (TCO, cost/benefit analysis).

Department

Information Technology Services

The Directorate of Information Technology (IT) Services is located in the Eolas Building, a modern facility located on the North Campus of Maynooth University. IT Services consists of three sections: IT Operations, Enterprise Systems and Solutions, and the Project Management Office.

IT facilities and services at Maynooth University include:

- User focused services and support;
- Student teaching and self-study provision and research support;
- Core infrastructure to support systems delivery, connectivity and cyber-security;
- Two datacentres and an extensive server farm of physical and virtual servers;
- Packaged software solutions for key areas such as Finance (Oracle-JD Edwards Enterprise One), Student Administration (Adapt/ITS), Payroll & H.R. (Core), Library and E-learning;



- Departmental systems for areas such as Residences, Conference Administration and the Health Centre;
- Implementation of several strategic projects including projects for the areas of student administration, Finance and HR information systems.

IT Services: Enterprise Solutions

Within IT Services there are nineteen (19) staff positions overall associated with the Enterprise Systems and Solutions function supporting the University's enterprise systems.

The position of Business Systems Manager plays a primary role in delivering our Student Records, HR and Finance systems and business processes and there are nine (9) staff allocated to support this area directly. This is a complex business and technical environment, with the technical environment having a mix of on-premise and cloud hosted systems.

Key activities include:

- business analysis and requirements specifications
- change management and pre-release testing
- data migration and integration
- vendor and service delivery management
- database administration
- software development

A modest amount of internal software development is undertaken by the Enterprise Systems and Solutions team within IT Services, this is largely to facilitate integration of the above systems.

The University

Maynooth University is a very distinctive university, a collegial institution focused on science and engineering, humanities, and social sciences, and equally committed to research, teaching and community engagement. Located in Ireland's only university town, its distinctive features and character owe much to its unique history and heritage. It provides a high-quality educational experience to over 15,000 students on a campus with 18th century roots and 21st century dynamism.

The strategic trajectory and accomplishments of Maynooth University, in the 25 years since its establishment as an autonomous public university, are exceptional, and a source of great pride to the university community, staff, students and alumni. Maynooth University in 2024 ranked in the top 90 global Times Higher Education (THE) Young University rankings, placing 86th in the world. Maynooth University's growing global reputation is based on the originality, quality, importance and impact of its research and scholarship, commitment to teaching and learning, the quality of academic programmes, and its leadership in widening participation in higher education. The sources of success are the dedication of its staff and the energy and engagement of its students.

Maynooth University is a place of lively contrasts – a modern institution, dynamic, rapidly-growing, research-led and engaged, yet grounded in historic academic strengths and scholarly traditions. With over 15,000 students Maynooth offers a range of programmes at undergraduate, postgraduate and doctoral level in the humanities, science and engineering and social sciences, including business, law and education. The University also offers a range of international programmes and partnerships.

Maynooth's unique collegial culture fosters an interdisciplinary approach to research, which its world-class academics bring to bear in tackling some of the most fundamental challenges facing society today. The University's research institutes and centres consolidate and deliver this impact as vibrant communities of learning, discovery and creation. Research at Maynooth also is very much central to its teaching and the University prides itself on placing equal value on its research and teaching missions.



Maynooth University's Values

Our values define who we are, what we believe in and how we act as a community. They underpin our future success and guide our expectations of ourselves and each other. Our values apply to everyone in the University community:

- Integrity
- Collegiality
- Responsibility
- Freedom of expression
- Ambition

Maynooth University Strategic Plan 2023 – 2028

The University's Strategic Plan 2023 - 2028 builds on our rich academic history and strong foundations to set out an ambitious and forward-looking path for the future of our University. This roadmap underscores our commitment to adapt to a changing world while staying true to our values.

Our vision is to be a university of excellence, opportunity and impact, having a significant stake in all three.

For more information about Maynooth University's future direction, please visit:

<https://strategy.maynoothuniversity.ie/>

Plean Straitéiseach Ollscoil Mhá Nuad 2023 - 2028

Tógann Plean Straitéiseach na hOllscoile 2023 - 2028 ar ár stair acadúil shaibhir agus ar ár mbunchlocha láidre chun conair uaillmhianach agus cheannródaíoch a leagadh amach do thodhchaí ár nOllscoile. Soiléiríonn an treochlár seo ár dtiomantas do dhul i dtaithí ar dhomhan atá ag síorathrú agus ár ngníomhaíochtaí a chur in oiriúint dó, agus san am céanna a bheith dílis dár luachanna Ollscoile. Is í an fhís atá againn a bheith mar ollscoil feabhais, deiseanna agus tionchair, agus lámh láidir a bheith againn i ngach ceann de na trí ghné seo.

Léigh anseo le haghaidh breis eolais faoi thodhchaí Ollscoil Mhá Nuad:

<https://strategy.maynoothuniversity.ie/?lang=ga>

Selection and Appointment

- Only shortlisted candidates will be invited to attend for interview;
- Candidates invited for interview may be required to make a brief presentation;
- Appointments will be approved by the President based on the report of the selection board;
- It is anticipated that interviews will be held during the end of September;
- The appointment is expected to be effective from the end of November/ early December.

Equality and Diversity

Maynooth University actively works to ensure equality, celebrate the diversity of our community, and promote inclusion. To learn more about our commitment to Equality and Diversity, please read the Maynooth University [Equality and Diversity Policy](#) / [Polasáí Comhionannais agus Éagsúlachta](#), our policy on the [Employment of People with Disabilities](#), and our [Gender Equality Action Plan 2023-2026](#). We aim to reflect the diversity of the community we serve and welcome applications from all individuals across our society.



Terms and Conditions

Tenure	This is a full-time, permanent post.
Salary	Senior Administrative Officer IV: €69,341– €110,101 p.a. (7 points) Appointments will be made in accordance with public sector pay provisions.
Hours of work	A 35-hour working week is in operation in respect of full-time positions (pro-rated for part-time positions). This can be reviewed or adjusted from time to time through national agreements.
Location	The place of work is the campus of Maynooth University, Maynooth, Co. Kildare.
Annual Leave	Annual leave and public holidays are provided for in the University policy: https://www.maynoothuniversity.ie/human-resources/policies/annual-leave-policy Annual leave will be allocated on a pro-rata basis for part-time and temporary positions.
University policies and schemes	Employees of the University will be subject to the terms of the University policies and schemes, available on the University website at: https://www.maynoothuniversity.ie/university-policies https://www.maynoothuniversity.ie/human-resources/policies
Pension	This is a pensionable post. Employees of the University will enter into a public sector pension scheme, and as such, applicants must ensure they are eligible to become a member of a public sector pension scheme for the duration of the appointment. Details of the public sector pension schemes are available at: https://www.maynoothuniversity.ie/human-resources/pension-information
Eligibility	Applicants should note that eligibility is determined by the Department of Enterprise, Trade and Employment. Further information regarding eligibility is available at: https://enterprise.gov.ie/en/what-we-do/workplace-and-skills/employment-permits/employment-permit-eligibility/ Non-EEA applicants are responsible for ensuring they can secure a visa to travel to Ireland. Any offer of employment is conditional on applicants securing the appropriate employment permissions. Former Irish Public Service employees - Certain Restrictions on Eligibility Eligibility of applicants formerly employed by an Irish Public Sector body, and who availed of an Irish Public Service Redundancy or Incentivised Retirement Scheme under the Schemes below, may be affected: <ul style="list-style-type: none"> • Collective Agreement: Redundancy Payments to Public Servants • Incentivised Scheme for Early Retirement (ISER) • Department of Health and Children Circular (7/2010)



	<ul style="list-style-type: none"> Department of Environment, Community & Local Government (Circular Letter LG(P) 06/2013) <p>Applicants should ensure that they are eligible to be re-engaged in the Irish Public Service under the terms of such Schemes. Applicants should address queries with their former Irish Public Sector employer.</p>
Garda vetting	Garda vetting or clearance may be required by the University.
Medical	The University may require a medical examination as a condition of employment.

Data Protection Law

Applications to the University will be treated in accordance with the University Data Protection Policies. For information on the University's Data Protection Policies and Privacy Notice, please see our website: <https://www.maynoothuniversity.ie/data-protection>

Application Procedure

Closing Date:

23:30hrs (local Irish time) on **Sunday, 24th August 2025**.

Please note all applications must be made via our **Online Recruitment Portal** at the following link:

<https://www.maynoothuniversity.ie/human-resources/vacancies>

Applications must be submitted by the closing date and time specified above. Any applications which are still in progress at the closing time on the specified closing date will be cancelled automatically by the system.

Late applications will not be accepted.

Maynooth University is an equal opportunities employer

The position is subject to the Statutes of the University

