



## Post Specification

<b>Post Title:</b>	Executive Officer, FIS Helpdesk
<b>Post Status:</b>	Specific Purpose Contract
<b>Department/Faculty:</b>	Financial Services Division, FIS
<b>Location:</b>	5 College Green, Trinity College Dublin, the University of Dublin
<b>Reports to:</b>	FIS Manager
<b>Closing Date:</b>	12 noon Wednesday 7 <sup>th</sup> October 2015 (applications only accepted via e-recruitment)
<b>Salary Range:</b>	Appointment will be made on the Executive Officer salary scale (€23,374 - €40,207) at a point to accord to current Government pay policy

## Post Summary

Trinity College, the University of Dublin approved a project to provide a College-wide Financial Information System (FIS) with associated end-to-end process automation. Oracle E-Business Suite was the solution proposed with Version 1, supported by Oracle Ireland, as the implementation partners.

## FIS Team – Support Team Representative

The FIS function requires two Support Team Representatives to join a dedicated team that was established to provide support and training to end users of the new Oracle financial information system. As the FIS function is transitioning from Project to Business mode, the Support Team Representatives will report directly to the FIS Manager, however will work closely with the current FIS Team and external consultants to support the delivery of a high standard of service expected from the Financial Services Division.

## Standard Duties of the Post

- Support end users of the FIS application by responding to their queries in a timely and professional manner and maintain contact throughout the resolution process
- Provide application support and resolve issues according to agreed processes



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- Liaise with FIS development teams and FIS Process Leads where required
- Work in collaboration with colleagues and external partners for issues that require escalation and manage such issues through to resolution
- Develop and maintain FIS training material
- Provide training support and delivery where required
- Establish relationships with academic, technical and administrative staff throughout College for FIS support-related issues
- Any other duties required to support the delivery of a high standard of service from the Financial Services Division

### Person Specification & Knowledge

- Experience in a computerised office environment, preferably in a medium/large organization
- A strong working knowledge of computerised systems – MS Office, Word, Excel, PowerPoint, Outlook etc. is essential
- The ability to work on own initiative and as part of a team in a pressurised and deadline driven environment
- Strong analytical skills
- Excellent communication, interpersonal and organizational skills
- Accounts administration experience
- A flexible and adaptable approach to the changing demands of the FIS function as it evolves from Project to Business mode
- Enthusiasm and a willingness to learn, with a professional attitude

### Skills & Competencies

- **Customer Service:** Ability to support the provision of an exceptional customer service to Business School students through developed communication, relationship building, and attention to detail skills
- **Accuracy and attention to detail:** An ability to carry out tasks and record information swiftly and accurately without mistakes and the need for checking. Documents are free from grammatical errors, emails and memos are clear and concise.



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- **Flexibility:** To accommodate deadlines that may extend beyond the normal working day; can operate flexibly within a busy work environment; can shift focus when required; lends a hand beyond normal work hours when a need arises.
- **Planning and organisational skills:** To manage multiple tasks at different stages and with differing deadlines; has information at fingertips; information is in well organised files; keeps track of multiple projects.
- **Team working and interpersonal skills:** Convincing and confident when speaking to others; can explain complicated procedures well; comes across as welcoming and approachable in manner; ability to interface effectively both within the School of Business and across.
- **Motivated:** Displays a “can-do “attitude, with the ability to show initiative, identify and pre-empt problems and suggest solutions.
- **Written communication:** documents are free of grammatical and punctuation errors; clear, concise and error-free writing; uses resources when unsure of proper spelling, punctuation or grammar; e-mails and memoranda are clear and to the point; uses formatting effectively to highlight key information. Ability to draft correspondence.
- **Conscientious:** work is accurate; ensures details are completed.
- **Resourceful:** Can work on own initiative; knows where to find information and help and can problem solve.
- **Analytical skills:** Can prioritise work effectively; can identify a problem and propose an appropriate solution; can think ahead and perceive trends in data.

**To Note: Shortlisted candidates may be required to complete a test of practical skills as part of the selection process in advance of interview.**

### **Application requirements**

Candidates should submit a cover letter together with full curriculum vitae including names and contact details of 3 referees.



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### **Area Summary**

The Financial Services Division seeks to provide sound financial advice in all areas of the College's activity from basic to strategic activity along with management information in order to support the decision making process throughout College, to apply financial controls to safeguard the College's assets and to provide a responsive, effective, efficient and user friendly support service for the College community.

The Financial Services Division is responsible for all the financial affairs of the College, including Statutory reporting to Board, Financial Control, Annual Financial Statements, Strategic Financial Planning and Integrity of the College's Financial Systems.

### **Trinity College Dublin, the University of Dublin**

Founded in 1592, Trinity is at the nexus of tradition and innovation, offering undergraduate and postgraduate programmes across 24 schools and three faculties: arts, humanities, and social sciences; engineering, maths and science; and health sciences. Spread across 47 acres in Dublin's city centre, Trinity's 17,000-strong student body comes from all 32 counties of Ireland, and 16% of students come from outside the country. Of those, 40% are from outside the European Union, making Trinity's campus cosmopolitan and bustling, with a focus on diversity.

As Ireland's leading university, the pursuit of academic excellence through research and scholarship is at the heart of the Trinity education. Trinity is known for intellectual rigour, excellence, interdisciplinarity, and research-led teaching. Home to Nobel prize-winners such as scientist Ernest Walton and writer Samuel Beckett, Trinity draws visitors from across the world to its historic campus each year, including to the Book of Kells and Science Gallery which capture the university's connection to both old and new.

Trinity accounts for one-fifth of all spin-out companies from Irish higher education institutions, helping to turn Ireland into an innovation-intensive, high-productivity economy. That culture of innovation and entrepreneurship is a defining characteristic of our campus as we help shape the next generation of job creators.



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Trinity has developed significant strength in a broad range of research areas, including the 19 broadly based multi-disciplinary thematic research areas.



Ireland's first purpose-built nanoscience research institute, CRANN, houses 150 scientists, technicians and graduate students in specialised laboratory facilities. Meanwhile, the state-of-the-art Biomedical Sciences Institute is carrying out breakthrough research in areas such as immunology, cancer and medical devices.

The Old Library, which houses the Long Room in Trinity, is the largest research library in Ireland, with a collection of six million printed items, 500,000 maps, 80,000 electronic journals, and 350,000 electronic books. Some of the world's most famous scholars are graduates of Trinity, including writer Jonathan Swift, dramatist Oscar Wilde, philosopher George Berkeley, and political philosopher, and political theorist Edmund Burke. Three Trinity graduates have become Presidents of Ireland - Douglas Hyde, Mary Robinson and Mary McAleese.



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Trinity is the highest ranked university in Ireland, and among the world's leading higher education institutions.

### Trinity College Dublin World University Rankings

#### *Overall*

- Trinity College Dublin is Ireland's No.1 University (QS World University Ranking, THE World University Ranking, Academic Ranking of World Universities (Shanghai)).
- Trinity College Dublin is ranked 71st in the World and 21st in Europe in the 2013/2014 QS World University Ranking across all indicators.

#### *Internationalisation*

- Trinity College Dublin is ranked 30th in the World in the Times Higher Education Top 100 Most International Universities.
- Trinity College Dublin is 46<sup>th</sup> in the World in the QS World University Ranking 2013/2014 in terms of International Faculty.

#### *Research Performance*

- Trinity College Dublin is ranked in the top 70 universities in the world in the Times Higher Education Ranking of World Universities in terms of overall research and in the top 75 universities in the world in terms of citations (research impact).
- Trinity College Dublin is 80th in the World and 27<sup>th</sup> in Europe in the 2014 Leiden University Ranking of World Universities based on research performance alone.
- Trinity College Dublin ranks in the top 1% of research institutions in the world in the following 17 fields (an increase of over 150% from 2004): Physics, Chemistry, Engineering, Social Sciences (General), Immunology, Neurosciences, Nanosciences, Materials Science, Pharmacy & Toxicology, Molecular Biology & Genetics, Biology & Biochemistry, Microbiology, Plant and Animal Science, Clinical Medicine, Agriculture, Psychiatry/Psychology, Environment/Ecology.



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*Subject Rankings (high level)/QS Faculty Rankings 2014\**

- In the QS Faculty Rankings 2014, Trinity College Dublin is ranked 63rd in the world in Arts and Humanities.
- In the QS Faculty Rankings 2014, Trinity College Dublin is ranked in the world top 100 universities in Life Sciences and Medicine (in 69<sup>th</sup> place).
- In the QS Faculty Rankings 2014, Trinity College Dublin is ranked in the world top 100 universities in Social Sciences and Management (in 89th place).

*Subject Rankings (QS 2014)\*\**

Trinity College Dublin (TCD) features in the world's elite (Top 200) institutions in 23 of the 30 subjects featured the *QS World University Rankings by Subject 2014*.

- Trinity College Dublin is ranked 25th in the world in English Language & Literature.
- Trinity College Dublin is ranked 42<sup>nd</sup> in the world in Modern Languages.
- Trinity College Dublin is ranked 46th in the world in Politics & International Studies.
- Trinity College Dublin is ranked 48th in the world in History.
- Trinity College Dublin is in the World Top 100 in Accounting & Finance.
- Trinity College Dublin is in the World Top 100 in Biological Sciences.
- Trinity College Dublin is in the World Top 100 in Economics & Econometrics.
- Trinity College Dublin is in the World Top 100 in Geography.
- Trinity College Dublin is in the World Top 100 in Law.
- Trinity College Dublin is in the World Top 100 in Medicine.
- Trinity College Dublin is in the World Top 100 in Pharmacy & Pharmacology.
- Trinity College Dublin is in the World Top 100 in Psychology.

\* QS 'Faculty' Rankings 2014: <http://www.topuniversities.com/faculty-rankings>



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\*\* QS Subject Rankings 2014: <http://www.topuniversities.com/subject-rankings>

### The Selection Process in Trinity

- The Selection Committee (Interview Panel) will include members of the Academic community together with an External Assessor who is an expert in the area.
- Applications will be acknowledged by email. If you do not have confirmation of receipt within 1 day of submitting your application online, please get in touch with us immediately and prior to the closing date/time.
- Given the degree of co-ordination and planning to have a Selection Committee available on the specified date, the College regrets that it may not be in a position to offer alternate selection dates. Where candidates are unavailable, reserves may be drawn from a shortlist.
- Outcomes of interviews are notified in writing to candidates and are issued **no later than 5 working days** following the selection day.
- In some instances the Selection Committee **may** avail of telephone or video conferencing.
- The College's selection methods may consist of any or all of the following:
  - Interviews
  - Presentations
  - Psychometric Testing
  - References
  - Situational Exercises
- It is the policy of the College to conduct pre-employment medical screening/full pre-employment medicals.





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- Information supplied by candidates in their application (Cover Letter and CV) will be used to shortlist for interview.

### **Equal Opportunities Policy**

Trinity College Dublin, the University of Dublin is an equal opportunities employer and is committed to the employment policies, procedures and practices which do not discriminate on grounds such as gender, civil status, family status, age, disability, race, religious belief, sexual orientation or membership of the travelling community.

### **Pension Entitlements**

This is a pensionable position and the provisions of the Public Service Superannuation (Miscellaneous Provisions) Act 2004 will apply in relation to retirement age for pension purposes. Details of the relevant Pension Scheme will be provided to the successful applicant.

Applicants should note that they will be required to complete a Pre-Employment Declaration to confirm whether or not they have previously availed of an Irish Public Service Scheme of incentivised early retirement or enhanced redundancy payment. Applicants will also be required to declare any entitlements to a Public Service pension benefit (in payment or preserved) from any other Irish Public Service employment.

Applicants formerly employed by the Irish Public Service that may previously have availed of an Irish Public Service Scheme of Incentivised early retirement or enhanced redundancy payment should ensure that they are not precluded from re-engagement in the Irish Public Service under the terms of such Schemes. Such queries should be directed to an applicant's former Irish Public Service Employer in the first instance.



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## Application Procedure

Candidates should submit a cover letter together with a full curriculum vitae to include the names and contact details of 3 referees (email addresses if possible), together with a cover letter (1 x A4 page) that specifically addresses the application procedure as set out above [by e-Recruitment](#):

**APPLICATIONS WILL ONLY BE ACCEPTED BY E-RECRUITMENT**

If you have any query regarding this, please contact:

Grace Bosonnet, Recruitment Partner, Human Resources, House No. 4, Trinity College Dublin, the

University of Dublin

**Tel: +353 1 896 4015**

**Email: [bosonnet@tcd.ie](mailto:bosonnet@tcd.ie)**



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