



Ollscoil na hÉireann
National University of Ireland

NUI ICT Specialist
Permanent position at IT Specialist grade (5210X)
Closing date 02 October 2021

The National University of Ireland is a federal university with four constituent universities and a number of other associated higher education institutions. At the centre of the federal university, NUI acts as a forum for the member institutions, provides services to them and their graduates and manages the central registers and archives of the University. NUI also undertakes a wide range of activities in the interests of promoting scholarship and research and contributing to educational, cultural, social and economic advancement.

For further information on NUI please see www.nui.ie

NUI now seeks to fill the vacant post of ICT Specialist on a permanent basis.

Role Description

This is an ICT Specialist and Developer role and the successful candidate will be part of a team which provides a high standard of ICT services in NUI, working under the direction of the Head of ICT Unit, or to any other such person as may be determined by the Registrar from time to time. The position of ICT Specialist and Developer is a senior technical position responsible for the day-to-day management of data, network, user and device security and compliance in addition to providing technical expertise to a broad scope of ICT projects including enterprise system implementation, document management and IT infrastructure works.

The Duties of the ICT Specialist include:

General Duties

- A. Familiarisation with all software (Mac OS, Windows, 4D Databases and MS Server) in use in the office.
- B. Familiarisation with operation of all equipment.
- C. Install/update/configure software/hardware.
- D. Maintenance of in-house computer systems.
- E. Pro-actively monitor NUI computer system.
- F. Provide support/ advice to all users in relation to the operation of ICT hardware/software. Troubleshoot/resolve ICT related technical issues within the office.
- G. Any other duties assigned by the Head of ICT which may require being assigned to off-site. locations outside the Universities main office location, including future locations.

Network Administration and implementation

- A. Monitor the network.
- B. Liaise with network contractors and internet provider as necessary.
- C. Appraise the Infrastructure and implement new additions.

Security and Safety

- A. Ensure a safe and secure computer environment and the adherence to NUI ICT Policy by all system users.
- B. Allocate user names, passwords and disk space.
- C. Ensure security software, firewall, anti-spam and virus software are up-to-date and operational.
- D. Undertake Audit and Risk inspections as directed by Head of ICT.

Back Up, Virtualisation and Disaster Recovery

- A. Maintain the operation of all back up procedures for Databases, client machines and user accounts.
- B. Create Back up procedures of Virtual servers and machines
- C. Prune back-ups as necessary
- D. Maintain the DR routines and procedures.

Database Management

- A. Ensure safe and secure databases.
- B. Create new user accounts and assign access rights.
- C. Monitor database users accounts.
- D. Provide Data Analysis as required by Senior management.

VOIP and Email

- A. Maintain the NUI VOIP system
- B. Manage email application – setup/edit users, allocate disk space etc.
- C. Monitor users accounts.

Monitor, Diagnose/Report Faults

- A. Fix faults where possible.
- B. Log, report and follow up, as necessary, faults with Service Contractors/Suppliers.
- C. Monitor computer usage.

Printers

- A. Maintain and monitor all the printers on the NUI network.

Helpdesk support and Management

- A. Managing delivery of services through good practices of Incident, Problem, Change, Configuration, Release and Service Level Management.

Maintenance/Stock Control

- A. Install and configure equipment.
- B. Perform regular backups.
- C. Retain inventory of equipment/software.
- D. Ensure availability of consumables (e.g. toners, media) at all times. Update and renew maintenance contracts.
- E. Log all activities.

Maintain system documentation

- A. Update and amend systems and applications documentation as required.

Project Management

- A. Developing project and project execution, including systems implementation as directed.

- B. Advising senior staff in preparation of new applications and system implementation.
- C. Applications Development as required.

Website

- A. Provide technical/design support and advice to webmaster. Liaise with current Web Site Developers as necessary.

Education

- A. Keep up to date with changing trends.

Essential Criteria: Education and Experience Requirements

- A. Possess a Degree in Computer Studies (NFQ Level 8) or an equivalent accredited certified I.T. qualification.
- B. Have relevant satisfactory experience of 5 years in an Information and Communication Technology Environment.
- C. Have relevant satisfactory experience in the following areas:
 - Project management
 - Systems implementation (Including VOIP)
 - Programming and applications development
 - Systems analysis
 - Network implementation
 - Network administration
 - Geographical information systems
 - Database development and management

The Ideal ICT Specialist Candidate shall:

- A. Demonstrate a sound practical knowledge of IT Technical architectures, IT systems development and service delivery.
- B. Demonstrate a good awareness of best practices in cyber and data security and evidence of implementing security tools, techniques and procedures.
- C. Be well organised and practical with a logical, analytical approach to problem solving.
- D. Have the ability to work, and deliver results, under pressure in a complex environment on own initiative, minimum supervision and to tight timelines.
- E. Demonstrate an aptitude and interest to remain up to date on IT trends and developments.
- F. Demonstrate a capacity for troubleshooting problems and developing innovative solutions.
- G. Demonstrate knowledge of IT security standards and codes of conduct.
- H. Be responsible for all technical and website-design support. The wider NUI team will provide content to upload to all sections of NUI's website.
- I. Work with the Head of ICT on projects to make improvements to applications and NUI database processes and procedures. This requires close working with other units in NUI's team. This is

particularly important in relation to the GQRS and with NUI Conferring's and Graduate Services team, in relation to graduate data.

J. Undertake other tasks that may arise from time to time, as assigned by the Head of NUI ICT and/or the Registrar.

K. Be familiar with NUI's Data Protection policy and how this operates in practice in relation to graduates' privacy rights vis-à-vis their personal graduate data held on NUI's systems.

Effective Performance Indicators

Team Leadership	<ul style="list-style-type: none"> • Works with the team to facilitate high performance, developing clear and realistic objectives and addressing any performance issues if they arise. • Provides clear information and advice as to what is required of the team. Strives to develop and implement new ways of working effectively to meet objectives. • Leads the team by example, coaching and supporting individuals as required. • Places high importance on staff development, training and maximising skills & capacity of team. • Is flexible and willing to adapt, positively contributing to the implementation of change
Judgement, Analysis & Decision Making	<ul style="list-style-type: none"> • Gathers and analyses information from relevant sources, whether financial, numerical or otherwise weighing up a range of critical factors. • Takes account of any broader issues, agendas, sensitivities and related implications when making decisions. • Uses previous knowledge and experience in order to guide decisions. • Uses judgement to make sound decisions with a well-reasoned rationale and stands by these. Puts forward solutions to address problems.
Management & Delivery of Results	<ul style="list-style-type: none"> • Takes responsibility and is accountable for the delivery of agreed objectives. • Successfully manages a range of different projects and work activities at the same time. • Structures and organises their own and others work effectively. • Is logical and pragmatic in approach, delivering the best possible results with the resources available. • Delegates work effectively, providing clear information and evidence as to what is required. • Proactively identifies areas for improvement and develops practical suggestions for their implementation. • Demonstrates enthusiasm for new developments/changing work practices and strives to implement these changes effectively. • Applies appropriate systems/processes to enable quality checking of all activities and outputs. • Practices and promotes a strong focus on delivering high quality customer service, for internal and external customers.
Interpersonal & Communication Skills	<ul style="list-style-type: none"> • Builds and maintains contact with colleagues and other stakeholders to assist in performing role. • Acts as an effective link between staff and senior management. Encourages open and constructive discussions around work issues. • Projects conviction, gaining buy-in by outlining relevant information and selling the benefits. • Treats others with diplomacy, tact, courtesy and respect, even in challenging circumstances.

	<ul style="list-style-type: none"> • Presents information clearly, concisely and confidently when speaking and in writing
Specialist Knowledge, Expertise and Self Development	<ul style="list-style-type: none"> • Has a clear understanding of the roles, objectives and targets of self and team and how they fit into the work of the ICT Unit and the National University of Ireland and effectively communicates this to others. • Has high levels of expertise and broad University Sector knowledge relevant to his/her area of work. Focuses on self-development, striving to improve performance.
Drive & Commitment to University Values	<ul style="list-style-type: none"> • Strives to perform at a high level, investing significant energy to achieve agreed objectives. • Demonstrates resilience in the face of challenging circumstances and high demands. • Is personally trustworthy and can be relied upon. • Ensures that customers are at the heart of all services provided. • Upholds high standards of honesty, ethics and integrity.

TERMS AND CONDITIONS:

Salary

IT Specialist/Snr Team Leader (5 points): €46,971 - €57,714 per annum.

An appointee with no previous public sector experience will be placed on the 1st point of the above salary scale. Different pay and pension conditions may apply if, within 26 weeks prior to appointment the appointee is serving elsewhere in the public sector in a position in respect of which he or she is paying the Class A, B, C or D rate of PRSI contribution.

Rates of remuneration may be adjusted from time to time in line with Government Policy.

Pension Scheme

In general, and except for candidates who have worked in a pensionable (non-single scheme terms) public service job in the 26 weeks prior to appointment, all new entrants to pensionable employment at the University on or after 1 January 2013 will be members of the Single Public Service Pension Scheme, details of which are available at:

<https://singlepensionscheme.gov.ie/for-members/scheme-information/>

Membership of the University Pension Scheme is compulsory.

Additional Superannuation Contribution (ASC)

This appointment is subject to the deduction of the pension related "Additional Superannuation Contribution" (ASC) in accordance with Section 4 of the Public Service Pay and Pensions Act 2017.

Hours

Working hours shall be 37 hours per week, excluding lunch breaks and time spent travelling to and from the University.

Holidays

25 days holidays per annum.

Incentivised Scheme for Early Retirement (ISER)

It is a condition of the Incentivised Scheme for Early Retirement (ISER) as set out in DPER Circular 12/09 that retirees, under that Scheme, are debarred from applying for another position in the same employment or the same sector. Therefore, such retirees may not apply for this position.

Declaration

Applicants will be required to declare whether they have previously availed of a public service scheme of incentivised early retirement. Applicants will also be required to declare any entitlements to a Public Service pension benefit (in payment or preserved) from any other Public Service employment and/or where they have received a payment-in-lieu in respect of service in any Public Service employment, whereupon public sector pension abatement provisions may apply.

Probation

A six month probationary period will be served during which there will be an ongoing review of performance. The probationary period may be extended at the University's discretion.

Confidentiality

The successful candidate shall throughout the period of employment keep confidential and fully protected all such confidential information as shall be entrusted to them concerning the University, or which shall come into their possession by virtue of their position with the University and its various stakeholders.

Appointment

Appointments will be subject to satisfactory health reports from the university's medical adviser.

Application process

A completed cover letter, application form and curriculum vitae should be addressed to the Registrar and emailed to: registrar@nui.ie

All applicants will receive an acknowledgement of their application once the closing date has passed. If you do not receive an acknowledgement of receipt of your application, or if you have any other queries regarding the application process, please contact email: registrar@nui.ie or telephone: 01-4392424.

Closing date: 02 October 2021 at 5.00pm

Interviews of shortlisted candidates are planned for the week commencing 19 October.

The National University of Ireland is an equal opportunities employer.