Ollscoil na hÉireann
National University of Ireland

Head of Information and Communications Technology

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 seeks to make a distinct contribution to higher education that is valued by our member institutions and recognised by the sector as a whole. We undertake a wide range of activities in the interests of promoting scholarship and research and contributing to educational, cultural, social and economic advancement. The ICT systems underpinning our diverse range of activities are critical to the achievement of our mission. Due to the retirement of the current post holder, NUI wishes to fill the senior position of Head of Information and Communications Technology on a permanent basis.

The role
The Head of Information and Communications Technology will be a member of the senior management team and will have the opportunity to make a creative and dynamic contribution to the implementation of NUI's strategic plans. The NUI Strategic Plan for 2018-22 period is available here. Reporting to the Registrar, the person appointed will be responsible for the management of the ICT systems and the provision of ICT support across the range of activities undertaken by the university. S/he will be expected to provide leadership in enhancing and expanding the range of services provided by NUI and in increasing the effectiveness of the organisation.

The Head of ICT in NUI has a hands-on role related to the broad scope of NUI activities. This includes the management of day-to-day ICT office-oriented support functions, the maintenance and development of the university's graduate records and those requirements arising from NUI's statutory duties, The Head of ICT plays a particularly important role in enabling NUI to fulfil its statutory duty of maintaining a permanent and secure register of all graduates of NUI member universities and colleges and to administer the NUI electoral constituency of Seanad Éireann. This duty includes all aspects of electoral registration, balloting, count and returning processes.

The Head of ICT manages a small team which provides the necessary support for NUI staff to meet their professional responsibilities, undertake the activities associated with their roles and provide the services on which member institutions and graduates of the University rely.

The role is a diverse one, with responsibilities falling into four main areas: areas:

1.   Technology management and professional input

- playing an active role in shaping the strategic direction of the NUI's technology environment and capabilities (in line with published strategy)
- briefing the other members of the Senior Management Team on relevant ICT issues, such as ICT infrastructure development, storage capacity, disaster recovery and other ICT-related risks
- maintaining up-to-date knowledge of developments in information and communications technology, particularly within higher education and the Irish public service generally, and to use this knowledge to support the longer-term strategic development of NUI systems and support services
- managing the NUI ICT work programme and budget, producing project and budgetary proposals as part of annual planning and reporting regularly to the Registrar on progress and expenditure
- developing mutually beneficial relationships with Heads of IT Departments and IT Managers in NUI's member institutions and other partner and stakeholder organisations
- developing and monitoring the NUI's ICT policies and procedures and maintaining security and data protection in accordance with statutory requirements, sectoral best practice, formal agreements with other institutions and the specific needs of NUI
- ensuring that appropriate measures are taken to secure and backup all systems and data; developing and implementing plans, systems and measures necessary to support business continuity and ensure that NUI maintains an appropriate and dependable disaster recovery strategy.

2.   Systems development and maintenance

- overseeing the maintenance and further development of NUI's IT infrastructure (the NUI network and NUI's hardware and software operating system and database applications, currently based on the 4D development platform for business applications)
- ensuring that NUI's IT and its support remain current, secure, well-managed and documented to the standard required by NUI and in line with sectoral governance requirements and best practice
- keeping up to date with developments relating to the NUI's core business software to identify potential risks and opportunities relating to NUI business practices and where appropriate making recommendations for future adoption of new systems

3.   **Project development and delivery**

- ensuring the management of all ICT projects, working with external suppliers and partners as required and with relevant colleagues in NUI and its member institutions to deliver projects to required standards.

4.   **Staff leadership and team management**

- Managing the ICT team and the performance of team members, ensuring that the training and development needs of the team are identified and addressed appropriately, and that any IT training or upskilling needs of users throughout the organisation are also catered for
- maintaining the highest standards of ICT security and data protection, keeping up-to-date with all relevant legislation and regulation and ensuring that the ICT team and the NUI Senior Management Team are fully briefed on their legal obligations with respect to ICT usage.

Qualifications and experience required

- A qualification at a minimum of Level 8 on the National Framework of Qualifications in a relevant discipline, or equivalent professional qualification
- A minimum of 5 years relevant management experience at a senior level including experience in a complex ICT environment
- Demonstrable hands-on experience of operational skills across a spectrum of ICT processes and best practice methodologies
- Recent experience managing ICT support personnel, ideally in public sector environment(s)
- Experience of managing a physical server-based environment
- Experience in cloud provision and operating within industry best practice type environments
- Experience of management of suppliers and partners and operation of public sector procurement processes
- Experience of project management, planning and budgeting
- Experience of development of or contribution to ICT strategies
- Experience of Apple technologies within a professional environment
- Knowledge of current ICT developments in public sector and/or higher education sector would be an advantage
- Experience or accreditation in structured project management methodologies such as Prince II would be an advantage

Personal attributes

We are looking for a person with the following skills and attributes:

- Highly developed interpersonal and influencing skills and the ability to work effectively with people at all levels
- Demonstrable management skills and the capability to lead and develop others as part of a team
- Demonstrable ability to work effectively with colleagues as part of a multi-functional team
- The highest levels of credibility, honesty and integrity
- Well-developed abilities in negotiating and successfully managing complex relationships with diverse internal and external stakeholders, customers and third party suppliers
- Excellent communication skills, with the ability to present ideas in clear language and to communicate with both technical and non-technical colleagues.

FURTHER INFORMATION on the NUI ICT environment

The NUI's ICT team provide all of the ICT-based services customary within a modern office environment, including financial/payments processing; database-supported administrative processes, email and internet-based services.

A number of customised database systems are in current use for the provision of specific services to the member universities and colleges in the NUI federation and in fulfilment of NUI's constitutional role in relation to the NUI graduate electoral constituency of Seanad Éireann. These database systems have been customised for NUI-use, based on a 4D development platform.

The current ICT estate currently comprises a small number of internal servers; a small number of external servers for specific purposes; staff Apple Macs and a small number of laptops; a wireless network; email, finance systems and database systems. The NUI website is hosted off-site, however technical support is provided in-house.

While the total number of staff in NUI's Merrion Square offices in Dublin is relatively small (below 20), the scope of the work is wide and challenging given the federal nature of the National University, the range of services provided to four large (and growing) universities and other colleges in Ireland and NUI's diverse range of activities.

TERMS AND CONDITIONS:

Salary

Senior Administrative Officer Grade IV (7 points): €57,161 - €89,891 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 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

30 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 three-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 application form; a statement indicating how, on the basis of your career to date you meet the criteria outlined in the Job description; and a 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: **Friday 6 September 2019 at 5.00pm**

Interviews of shortlisted candidates are planned for the week commencing 23 September.

The National University of Ireland is an equal opportunities employer.